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| Ronnie Lee | Mumbai, India  +91 9168441092  rglee1992@gmail.com |

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|  | PROFESSIONAL SUMMARY |

A dynamic and result-oriented individual who has played multi-faceted roles in organizations spanning from start-ups to large scale corporations. Particularly experienced in process implementation, creating result parameters, productivity monitoring mechanisms, outreach programs and resource optimization. Specializing in the end to end process of finding lucrative prospects for the business to onboarding them and designing a structure ideal for them that guarantees optimum output.

A competent Key Accounts Manager highly effective at building and maintaining customer loyalty. Proficient conflict resolver, problem-solver and time manager.

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|  | Skills |

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| * Sales Proficiency * Account Management * Revenue Generation * Relationship Development * Business Operations | * Process Improvement * Team Building & Management * Customer Service & Relations * Personnel Training |

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|  | Experience |

## Business Account Manager | Global PayEx Pvt. Ltd

### Oct 2019 – Current

* Ensured customer satisfaction by providing teams with training and skills to optimize service delivery in alignment with individual needs.
* Maintained continuous check on metrics, optimizing and enhancing campaigns based on current trend data.
* Maximized strategic approaches by keeping close eye on performance and making appropriate adjustments.
* Produced and submitted weekly reports outlining progress against KPI objectives.
* Evaluated current processes to develop improvement plans.
* Implemented new learning strategies depending upon employees' skill levels.
* Cross-trained existing employees in order to maximize team performance.

## Corporate Account Executive | Currencies Direct Pvt. Ltd.

### Apr 2017 – June 2019

* Increased sales and revenues exponentially with execution of full sales cycle processing from initial lead processing through conversion and closing.
* Built prospect lists of potential new customers through research and identification of business opportunities.
* Cold called prospective customers to determine product or service needs, ascertain timelines, and identify decision-makers.
* Achieved sales goals and service targets by leveraging interpersonal communication skills and product knowledge to cultivate and secure new customer relationships.
* Provided excellent customer care and retained client base consistently.
* Created affiliate programs for expansion into new territories.

## Sales and Account Manager | S. M. Technomine Pvt. Ltd

### FEB 2015 – Feb 2017

* Boosted sales by conferring with customers to evaluate service requirements and recommend best-fit company offerings.
* Engaged with customers to effectively build rapport and lasting relationships.
* Assisted senior management with making key decisions by developing and submitting performance and compensation reports with status updates and improvement recommendations.
* Maximized team knowledge and productivity by effectively training, monitoring and directing employees in application of best practices and regulatory protocols.
* Encouraged everyone to cultivate strong work ethic by demonstrating diligence, patience and respect for others.

## Retail Sales Intern | Multibrands International Pvt. Ltd.

### Jan 2013 – Dec 2014

* Built long-term, loyal customer relations by providing top-notch service and detailed order, account and service information.
* Applied promotional tools to build product awareness, create consumer interest and stimulate product demand.
* Performed market research and analysed sales trends to cater to increased sales.

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|  | Education |

## Bachelor of Business Administration | University of Pune

### 2013 – 2016

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|  | Personal Achievements |

* Motorcycling enthusiast who accomplished a 2800 km biking expedition across 6 states in India.
* Played Soccer at District level.
* Passionate about music and travel photography.
* Fluent in four Indian regional languages.