

Lu Liu

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PROFESSIONAL EXPERIENCE

CleNET Technologies (Alten Group)

Senior Account Manager

Sep.2020 – Sep. 2022

- Maintained relationship with existing IT clients for ongoing businesses through the effective use of service-oriented mindset and customer – facing skills.
- Established software project business with a brand-new client resulting in business expansion to a new city.
- Led the collaboration with clients to propose new business requirements which resulted in a 20% annual revenue increase.
- Monitored business accounts' financial condition through the collection and analysis of revenue and expenditure data to ensure the company's gross margin benchmark is met.
- Arranged resource allocation from internal departments according to project delivery requirements to support 3 clients' business growth.
- Prepared necessary business information and reports for internal evaluation and aligned stakeholders on the prospects of new business opportunities to better prioritize and focus on the potential ones.
- Negotiated deal price and brought finalization of contracts and agreements with new clients and renewal of the existing ones.
- Responsible for the coordination between clients and internal resources throughout project lifecycle by effective communication to manage clients' expectations through regular sync up meetings.

OPPO Mobile Telecommunications Corp., Ltd

Project Manager

Jul. 2019 – Aug. 2020

- Managed the globalization project of colorOS by applying project management knowledge and skills to secure timely releases.
- Responsible for new market introductive projects through planning, scheduling and implementation to expand company's business map, such as covering our services to South American countries.
- Managed the whole process of project's lifespan by establishing project teams, setting milestones, formulating project operational strategies, making plans, and coordinating all resources to achieve project objectives.
- Solved various problems and risks during project delivery from the coordination between different internal departments.
- Generated reports and summarized valuable project experience which enriched project documentation data in the company.
- Optimized working process of cross-team projects within the company which sped up project completion by saving 25% of time.
- Managed the cooperation with third-party vendors and organizations by screening business details, evaluating suppliers' performance, carrying out training sessions and optimizing the number of partners according to company's business scale that resulted in a 30% increase of cost efficiency from the year prior.

Chinasoft International Technology Service, Ltd

Account Manager

Jul. 2017 – Jun. 2019

- Surpassed annual sales goals by over 35% for two consecutive years using active listening and communication skills to better fulfill customers' needs.
- Interacted with clients to explore new business development opportunities, grew business, and built long-term relationships which helped in establishing 2 new projects.
- Oversaw internal teams of mechanics to ensure quality repairs and facilitated greater customer satisfaction.

Pactera Software Technology Co., Ltd

Project Manager

Nov. 2014 – Sep. 2016

- Organized and led project kick off, requirement analysis, process design, release, and other related activities by applying project management skills.
- Monitored the whole project progress, set checkpoints, and aligned internal resources which helped to meet the efficiency and quality requirements.
- Boosted project teams' morale during project deliveries through the effective use of leadership and teamwork skills.
- Analyzed project data and created project reports to present to senior leadership at weekly staff meetings.

KEY SKILLS

Key Skills: Client Relationship and Account Management, Business Development, International Project Management, Planning & Risk Management, Cost Management, Time Management, Process Management

Soft Skills: Communication, Collaborative Leadership, Negotiation, Problem - Solving

Language Proficiencies: English (fluent), Chinese (native)

EDUCATIONAL BACKGROUND

Jiangnan University, China

Sep. 2004 – Jun. 2007

- Associate degree in Logistic Management