

Omin Limbu

Global Head of Client Success

An organised and detailed communicator and someone who never fails to follow-up, Omin has proven time and again his professionalism and dedication to what he does. I always appreciate the ability to reach out to a publishing contact, but rarely do I receive the insightful and transparent information necessary to inform my decision-making process - Omin provides that every time. Highly recommend." LinkedIn testimonial. Verify at www.linkedin.com/in/omin-limbu-75617a56/



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SKILLS & COMPETENCES

Business Development

Presentation

Sales

Client Success

Marketing

Project Management

Product Management

Negotiations

Telesales

Consulting

Networking

Rapport Builder

Publishing

Account Management

Business to Business

Events Management

Time Management

Up-sell/Cross-sell



WORK EXPERIENCE

Head of Client Success

SeeUnity - ANAQUA

07/2022 - Present

Achievements/Tasks

- Spearheaded the development of the Client Success program from the ground up to ensure customer satisfaction and retention
- Revamped and streamlined Client Success process for accounts over \$4.5 million in Annual Revenue
- Closely worked with global partners to develop pipeline and close new business
- Worked closely with sales, marketing, and product teams to ensure customer satisfaction
- Consultative sales approach to opportunities/prospects for cross-sell and upsell
- Worked closely with the support and engineering team to fix bugs and deploy enhancements
- Proactively identify areas of improvement for product and service through cadence with clients and customer data trends

Contact : Dan Anderson - upon request

Global Product Manager

WiseTime - IPH Group

01/2020 - 07/2022

Achievements/Tasks

- Performing in-depth market research and analysis to identify potential market opportunities, worked on the development and promotion of new releases and contributed to the quarterly Product roadmap
- Conducted consumer surveys to garner feedback to deliver improvements to the product range
- Assist with customer feedback tickets relating to product enhancement requests
- Hosted product presentations and seminars to inform users about the roadmap
- Reviewed and evaluated monthly sales data, and managed communications between customer and company and attended various tradeshows and events
- Conducted customer visits, coordinated and trained sales engineers, and worked closely with partnerships

Contact : Michael Fleuchaus - mf@fleuchaus.com



WORK EXPERIENCE

Senior Business Development Manager

CTC Legal Media Ltd

04/2014 - 01/2020

Tasks/Achievements

- 8+ years of success with International small to Large businesses and law firms with their marketing and business development projects.
- Planned, coordinated, and built marketing and business development campaigns with international law firms and corporations.
- Constantly developing and maintaining high net-worth individuals and organizations.
- Manage all four titles under the CTC Legal Media umbrella and the sales and marketing team to reach set targets.
- Project Manage international conferences, events, and seminars throughout the year.
- Negotiated and secured over \$1 Million in turnover during the period.

Contact : Chris Dooley - +44 7718 278 253

Business Development Manager

Blacbox Solutions Ltd

04/2013 - 04/2014

Tasks/Achievements

- Maintaining current and accurate knowledge of competitor's products and services.
- Attending various trade shows and networking events.
- Prepare presentations, proposals, relevant reports and pitch complex and large tenders.
- Successfully managed to close the biggest deal of the company at the time worth \$250,000 within the first year of joining the company as a rookie.

Contact : Collin Griffin - +44 7921 505 366

System Analyst

Headley Brothers Ltd

09/2010 - 04/2013

Tasks/Achievements

- Strategically planning over 500 titles with the production team every month.
- Leading the implementation of a disjointed stock system involving immense stock valuation report, and substantial operational and material costs worth over \$1.5 Million.
- Successfully streamlined stocks valued over \$1.5 Million by implementing the old system.

Contact : Kelvin Hitchcock - +44 7772 392 442