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Summary

Customer Service Manager with over 12 years of experience building strong customer relationships, driving sales, and exceeding KPIs. Proven ability to manage accounts, implement CRM tools, and develop successful customer service strategies.

Work Experience

Latam-Exports Customer Service Manager

Guadalajara, Mexico | 2021 – Present

Activities:

- Managed a portfolio of over 100 key accounts in the Latin American (Latam) industrial sector, distributors of industrial belts.
- Maintained positive and productive relationships with clients to maximize contract renewals, sell new products and services.
- Administered and managed the B2B system for distributor clients in Latam.
- Monitored and analyzed KPI results such as NPS and C-SAT.
- Developed and implemented customer service strategies, including creating processes and procedures, implementing tools and technology, and managing customer relationships by sales force (cases opportunity and queues).

Achievements:

- Increased customer referral rate from 47% to 65% over a two-year period.
- Implemented the integration and training of the Salesforce CRM tool.
- Developed and implemented customer service strategies for the Latam Exports project, including creating processes and procedures for a new export and international sales project within the company.
- Go from Domestic customer service supervisor to Latin American customer service manager in less than a year.

Telmex Telefonos de Mexico

Tepatitlán de Morelos, Jalisco | 2010 - 2019

Managed a customer service store for the telecommunications service.

Maintained positive and productive relationships with clients to maximize customer satisfaction and retention.

Resolved issues related to collection management, lack of services, and more in a timely and efficient manner.

Sold additional products and services to base accounts, such as computers and internet packages.

Developed projects to grow the market share of the area.

Achievements:

- Reduced customer complaint rate by 10%.
- Achieved a customer retention rate of 56%.
- Upgrade market share regional 56 to 65 in 3 years
- Development and implementation of productivity processes for customer service staff.

Education

Máster of Business Administration

- UNID Universidad para el Desarrollo, Tepatitlán Jalisco

Diploma in Marketing

- Universidad de Guadalajara, Guadalajara, Jalisco, México

Bachelor of Arts in Economics

- Universidad de Guadalajara, Guadalajara, Jalisco, México

Skills

- Communication: Excellent written and verbal communication skills.
- Sales and Negotiation: Ability to negotiate and close deals.
- Time and Priority Management: Ability to organize and manage time efficiently.
- Teamwork: Ability to work independently and as part of a team.
- Knowledge of the Industrial and Distribution Sector: Extensive knowledge of the industrial and distribution sector.
- Data Analysis and Forecasting: Ability to analyze data and make forecasts.
- Customer Relationship Management (CRM): Experience implementing and using CRM tools.
- management and monitoring of customer complaints.
- Languages

Spanish (native)

English (intermediate)

Additional Knowledge

- Salesforce CRM

- HTML
- JavaScript
- ERP
- Python

About Me

Passionate about learning new things, solving problems, and finding new ways to do things better and better through new technologies such as artificial intelligence and data science. I have over 12 years of experience in the customer service industry, with a focus on account management, developing customer relationships, and selling products, services, and customer satisfaction