**Mackenzy Delva**

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**Client Relationship Manager/ Client Services Manager**

Accomplished organizational support expert with extensive account management experience and 15+ years of success cultivating positive customer relationships. Driven and customer-centered team leader with proven strategies for achieving budgetary objectives with effective client acquisition, sales forecasting, and business development techniques. Strong communicator in two languages (English & French) skilled at connecting with stakeholders to manage accounts, relationships, and diverse customer bases with excellent professionalism.

**Areas of Expertise & Technical Skills**

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| --- | --- | --- |
| * Key Account Management * Strategic Plan Development * Collaborative Leadership * Microsoft Office Suite | * Sales Analysis & Planning * Client Acquisition & Retention * Customer Support / Communication * Bilingual: English & French | * Customer Service * Relationship Building * Market Research * Budget Management |

**Professional Experience**

**ALL POINTS RELOCATION SERVICE,** Toronto, ON

**Bilingual Client Relationship Manager (Global)** June 2019 - Present

high-quality customer experience for global clients. Responsible for all client updates and effective communications both internal and external, meeting deadlines that are conducive to different time zones and hours of operation. Educate clients on the value of the company, our platform and services we provide. Develop an understanding of client across all sectors and relocation trends to proactively increase engagement of our clients. Make recommendations that support their customized needs. Responsible of retention of clients from various sectors, by demonstrating proven success and value. Partner with operation team and other department to ensure a smooth transition of our international client onboarding. Ensuring collection of client feedback and provide recommendations to ensure maximum impact of services the company provide and influence ongoing updates of company processes and strategy. Identifies and recommends or acquires updates and expansions to technology, equipment, and policies that may improve customer service and retention.

**Bilingual Business Development and Client Services Manager (Global)**August 2019 - Present

Drafts, implements, and executes policies and procedures to facilitate a quality customer service experience.

Oversees the daily workflow of the department. Develops and implements methods to record, assess, and analyze customer feedback. Acts as a liaison between the customer service department and other divisions in the company. Performs other related duties as assigned. Liaise with Directors or heads of other department to ensure customer-centricity delivery of service in accordance with the overall customer experience strategy. Interact at executive/senior management level, proactively advocating for solutions and managing the customer escalation process. Participate and provide support to the operation team, for the integration of new clients.

**Bilingual Client Services Manager (Québec and Eastern Canada).** May 2016 - Present

Leverage financial expertise to manage portfolio of accounts for clients in Europe, North and South America, and Africa. Identify and engage potential clients to effectively prospect and close accounts while supporting existing client base. Lead account management and support staff coordination to achieve all company financial goals within time and budgetary requirements. Conduct market research by recording, analyzing, and reporting customer activity to evaluate trends and potential risks. Inform strategic planning through sales forecasting with key metrics, performance reporting, and goal setting. Cultivate positive client experiences by delivering consistent top-quality customer service and support through telephone communications, special promotions, and answering inquiries about products and services. Educate clients in post-sale consultations to deliver ongoing support and problem resolution. Collaborate with teammates on organizational development initiatives, including promotional opportunities, service expansions, and technical support for organizational events.

*Key Contributions:*

* Expanded company portfolio by spearheading development of new product and service designed to support existing clients and enhance new client acquisition.
* Secured multiple new accounts from key clients to increase total organizational accounts by 25-35%.
* Created data-driven strategic business plans with the goal to improve overall profitability by maximizing revenue from existing services.
* Connected with leadership teams to provide innovative new marketing and business development strategies.

**Bilingual Global Relocation Counselor**April 2011 – May 2016

Trained and led team of 5-12 travel-based counseling professionals to deliver on-site consultation to executive clients on inbound and outbound relocation. Provided customized services and expertise to facilitate individualized relocation requirements. Build friendly working relationships with excellent service, including airport transportation, permanent home sourcing, and ensuring compliance with governmental regulations. Managed road counselors in supporting expatriates during registrations. Developed synchronized destination services for long-distance relocation initiatives. Created comprehensive training programs and guided staff on processes, company standards, and effective use of internal system supports.

*Key Contributions:*

* Revitalized and substantially improved service by implementing customer-centered follow-up procedures.
* Collaborated with leadership teams to direct training and oversight of all company staff and subcontractors.

**Client Relationship Specialist**April 2007 – March 2011

Delivered multifaceted support services with consistently flawless customer service to drive customer satisfaction. Preformed research on various accounts to answer inquiries from management teams and customers and to collaborate effectively with new clients. Wrote and disseminated informational materials on relocation services to provide clients with relevant, accurate, and comprehensive service education. Utilized creative problem-solving to resolve issues and address concerns while maintaining detailed system logs. Advised service delivery leadership on potential risks and proactive resolutions, escalating concerns when necessary.

*Key Contributions:*

* Developed and established successful customer relationship-oriented procedures to grow client base through effective customer engagement.
* Supported financial objectives by identifying high-potential upselling opportunities with major existing client.
* Achieved significant revenue increase by working in coordination with cross-functional teammates on wide variety of product lines.

**Other Skills/Abilities:**

* Excellent verbal and written communication skills.
* Experience in communicating with the C-Suite level
* Strong customer orientation focused on delivering customer needs
* Deep knowledge in International relocation policy (reviewing and drafting policies)
* Exceptional relationship builder that leads with integrity
* Lead complex interactions with our Clients
* Mediate complex interaction between our clients and their employee
* Excellent interpersonal and customer service skills.
* Excellent organizational skills and attention to detail.
* Strong analytical and problem-solving skills.
* Strong leadership ability and collaborative working style
* Deep knowledge in International relocation policy (reviewing and drafting policies)
* Extensive experience of managing operational customer service teams
* experience with technical implementations from research to deployment
* Manage the Customer Experience team to ensure quality customer service is provided on all levels for ease the client experience.

**Certifications**

**Global Mobility Specialist Designation Certification (GMS)**