Paul Seaman

88/299 Villa Arcadia, Sridan 22 Phone: +66 867945990

Samut Prakan 10540 Email: paulseaman090879@me.com

## Regional Sales and Customer Operations Manager

Dynamic, results-driven leader and team motivator with over 20 years’ experience driving top profitability and excellent customer metrics. Solid track record of securing key customers through innovative marketing and lead conversion tactics to increase sales and grow revenue in highly competitive markets. Tenacious in building new business, maintaining customer loyalty, and forging strong relations with internal and external business partners.

### Areas of Expertise

### 

|  |  |  |
| --- | --- | --- |
| * Consultative Sales * Competitive Positioning * Relationship Management * Industry Networking * Operations Management * Mentoring | * Strategic Marketing * Cost Reduction * New Business Development * Opportunity Identification * Quality Assurance * Process Mapping | * Staff Training * Tactful Closer * Team Leadership * Cold-Calling Proficiency * Customer Satisfaction * Corp Account Mngt |

### Key Skills Assessment

Customer Excellence – Deliver intuitive, high-touch customer care to increase business retention and revenue growth.

Strategic Marketing Outreach– Develop and implement strategic and tactical sales and marketing avenues to aggressively develop major accounts.

Team Management – Committed to quarterbacking internal teams through the exchange of knowledge, experience, and goal sharing to optimize strategies and drive sales.

### Professional Experience

TRAVELOCITY (Now ZUJI/ Webjet), 238A Thomson Road, #12-06/07 Novena Square, Office Tower A, Velocity@Novena, Singapore 30768 2011 – 2016

Customer Operations Manager

* Drove the creation, coordination, pull-through, and maximization of offline sales opportunities, overseeing a team of 100 across 3 call centres across the Asian Pacific to deliver profitability within six months.
* Executed customer service strategies and ensured quality controls for sales and service to achieve service level agreement measures (SLAs) and key performance indicators (KPIs).
* Owned the LiveChat sales plan, providing high-touch online customer outreach and attaining revenue growth within three months of implementation. Achieved $2million of incremental revenue within 6 months.
* Fielded diverse customer concerns and complaints, providing efficient and effective resolutions.
* Managed vendor relations and performance to secure best value available in region.
* Developed, implemented, and managed short and long-term operational plans, ensuring achievement of P&L targets in liaison with senior management.
* Increase the Total Transactional Value (TTV) of offline sales to $3Million/month within the first year.
* Advanced succession management by training over 100 new sales agents.
* Reduced the cost of service to less than 2% of total revenue.
* Increased CSAT from 60% to 80%+ across the region

SEO-VANTAGE, 172 Southgate Street Colombo, WP 60706 2009 – 2011

Sales Consultant/ Online Marketing Content Writer

* Grew global channel ecosystem for sales with industry insight, strategic marketing, and sales leadership.
* Boosted profitability by cultivating prospects, including cold-calling and broad range networking to consistently convert leads into active accounts.
* Identified customer needs to promote targeted, customized solutions while developing opportunities for cross-selling additional services.
* Increased revenue by 300% within one year with effective consultative sales approach.

DIAL-A-FLIGHT, 1 Britannia Rd, Sale M33 2AA, United Kingdom 1999 – 2009

Senior Sales Broker/ Training Manager

* Executed a consultative sales approach to achieve daily and weekly sales targets of travel services in an inbound call centre environment.
* Developed and delivered training programs for back office, sales, and customer service for over 20 team members with focus on continuous improvements.
* Managed scheduling of 20 employees to ensure adequate shift coverage.
* Achieved ranking of Top Five Sales Consultants, Top Cumulative Sales Broker, and Winner of Annual Sales Competition.

### Experience Highlights

**Direct Sales Broker/ Team Leader, GRANTON MARKETING/ ANB PROMOTIONS,** United Kingdom