

Shawn Korah Stephen

shawn_stephen@hotmail.com | +66818183038 | Sukhumvit Soi 26 - Bangkok 10110

PROFESSIONAL SUMMARY:

I am a result driven professional with an extensive track record of effectively overseeing customer services and serving as a Business Development Manager for more than a decade. My dedication lies in propelling business expansion through strategic initiatives, all while ensuring unparalleled customer experiences within the dynamic pace of the industry. My profound expertise in the realm of freight forwarding serves as the cornerstone of consistently attaining exceptional outcomes in terms of customer satisfaction and the successful onboarding of new clients.

PROFESSIONAL EXPERIENCE:

Overseas Business Development Manager | LOGIZALL Thailand | 2023 - Present

- Established and cultivated the company's LinkedIn page from the ground up, actively engaging with prospects to enhance our industry presence
- Sourced international leads and skillfully converted them into prospects through a combination of in person and overseas meetings, showcasing strong networking and relationship building abilities
- Assumed responsibility for overseeing the website development process to ensure seamless business expansion and partner satisfaction, demonstrating meticulous attention to details
- Drove 90% increased sales by skillfully negotiating with partners to secure their attendance at the company's meet and greet events and conferences, resulting in expanded business opportunities
- Demonstrated creativity and marketing prowess by developing marketing materials and producing compelling videos tailored for our overseas customer based, further strengthening our global outreach efforts
- Strategically formulated and executed comprehensive sales and expansion plans to drive business growth and achieve organizational objectives

Membership Services Manager | X2 Group Thailand | 2019 - 2023

- Spearheaded a 36% increase in member retention through community building initiatives and the delivery of exceptional service
- Amplified business referrals and new member enrollments by an impressive 22% through the cultivation of strong and enduring member relationships
- Swiftly and effectively resolved numerous shipment and payment disputes within 2 days, resulting in heightened satisfaction levels and enhanced operational efficiency
- Maintained an outstanding 92% customer satisfaction rate while promptly addressing emails and various communication platforms
- Ensured an impressive 95% profile accuracy rate, reducing update time by 10% to facilitate improved communication
- Successfully closed 90% of overdue payments, reducing days past due by a significant 30%
- Consistently onboarded an average of 8 new members per week, achieving an impressive 85% conversion rate and driving substantial growth
- Trained and managed a small team of customer service coordinators to improve overall business performance

Membership Services Executive | X2 Group Thailand | 2015 - 2019

- Streamlined onboarding procedures for new logistic network members, ensuring a smooth registration process and system configuration
- Maintained meticulous member profiles and contact information, upholding data integrity and comprehensiveness
- Expedited and adeptly resolved financial disputes related to shipments, payments, and invoicing matters which elevated member satisfaction and increase overall business growth
- Delivered timely and precise support through email, phone and messaging platforms, consistently meeting members requirements
- Cultivated and nurtured robust business relationships within the network, fostering a cohesive and collaborative freight forwarding community
- Provided valuable assistance during logistic conferences and events, and contributing to increased sales for the events

EDUCATION:

MASTERS OF BUSINESS ADMINISTRATION | 2016 | WEBSTER UNIVERSITY

**BACHELOR OF ENGINEERING MANAGEMENT | 2012 | THAMMASAT UNIVERSITY – SIRINDHORN
INTERNATIONAL INSTITUTE OF TECHNOLOGY**

CORE COMPETENCIES:

Customer Service Excellence | Relationship Cultivation | Effective Communication | Conflict Resolution | Collaborative Teamwork | Marketing Aptitude | Social Media Management | CRM/CMS | Microsoft Office | MailChimp | HubSpot | Slack | Trello | Lucidchart

PERSONAL INFORMATION:

Thai Resident Permit

Driving License

Moderate Hearing Disability