

Mahan Mahroo

ACCOUNT MANAGER · COMMERCIAL

Toronto, Canada

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Professional Summary

A seasoned Commercial Account Manager with over five years of professional experience, actively seeking an Account Executive role. I have a proven track record of driving successful sales outcomes, exemplified by winning Softchoice's 'Top Performer' award. My expertise lies in strategic account planning, which yielded a 100% account retention and resulted in 150% achievement in annual target. My ability to excel under pressure, coupled with a strong entrepreneurial background from owning a successful clothing business, makes me an asset for your team.

Experience

Softchoice Inc.

Toronto, ON

CUSTOMER ACCOUNT MANAGER

Dev. 2021 - Present

- Spearheaded the management of over 50 strategic accounts, driving revenue growth and bolstering customer satisfaction.
- Formulated and executed meticulously tailored account plans, aligning customer objectives with Softchoice's strategic targets.
- Orchestrated seamless collaboration with internal stakeholders to deliver comprehensive solutions, culminating in a remarkable 15% boost in revenue.
- Surpassed the annual retention target of 90% by implementing effective retention strategies and conducting regular check-ins.
- Exemplified outstanding performance by achieving 150% of quota in FY2021, complemented by the execution of quarterly business reviews with clients.
- Assumed a mentoring role, imparting best practices in account management and fostering a strong adherence to Softchoice's culture and values to new Customer Managers.

Fuhitsuyuo Studios

Vaughan, ON

FOUNDER

Sept. 2015 - Present

- Pioneered the establishment and successful launch of a streetwear clothing company, overseeing all aspects from inception to fruition
- Performed comprehensive research, brand development, apparel and accessory design, collaboration with manufacturers, and product sales.
- Architected and executed marketing and sales strategies, consistently achieving annual sales exceeding \$10,000 for featured products at Fuhitsuyo Studios.
- Fuhitsuyou "needless" in the simple sense of "not necessary" – Fuhitsuyo Studios

Uniqlo

Toronto, ON

SUPERVISOR & SALES LEAD

Aug 2018 - Mar 2022

- Demonstrated expertise in product knowledge to deliver highly personalized style recommendations, effectively meeting individual customer requirements, and driving sales growth through exceptional customer service.
- Innovated layout adjustments and provided strategic recommendations, resulting in significant sales growth.
- Served as the initial point of contact for customers, proactively addressing their needs by asking pertinent questions and identifying issues, demonstrating a commitment to long-term problem resolution.
- Consistently exceeded departmental sales targets, achieving remarkable Year-over-Year growth of 130%-180%.
- Assumed a pivotal role in training, leading, and managing both new and experienced associates, fostering a high-performing team.

Skills

Sales & Account Management

Pipeline management & forecasting, Relationship-building, Account growth and retention

Technical Proficiency

Microsoft Office Suite, Power BI, Excel, PowerPoint, Lightroom, Photoshop, Salesforce.

Decision-Making

Data analysis and reporting, Strategic planning from data insights, Identify upsell opportunities.

Languages

English, Farsi.

Education

Humber College

Toronto, Canada

ADVANCED DIPLOMA, ELECTRICAL ENGINEERING TECHNOLOGY (CONTROL SYSTEMS)

Sept. 2014 - April. 2019