KAREN LEE

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**Professional Summary**

Experienced Client Manager in market research industry looking for a new challenge in the field of data analytics/data science. Graduated with a First Class Honours in Business Psychology from Birkbeck University of London in 2020 and have also recently achieved the Level 5 Diploma in Management and Leadership from Chartered Management Institute (CMI). Skilled in Microsoft Office including Excel, Powerpoint, Word, Power BI and SQL.

**Experience**

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| Kantar  **Client Manager**  *10/2019 - Current* | * Overall responsibility in ensuring that all project requirements and client deliverables are completed to a high standard and on time. * Performing analysis using Power BI, SQL or Excel giving clients answers or insights using data. * Writing client cost proposals, supporting Client Lead in larger cost proposals. * Preparing agenda and presentation decks for quarterly KPI client meetings. * Driving continuous improvement within the client team * Managing job budgets * Co-ordinating/ Collaborating with the production/technical team by translating client requirements into operational /technical requirements * Oversight of supplier relationships * Good technical knowledge of system platforms * Reviewing specifications for system changes to ensure they match client requirements * Line managing the International Client team |
| Proinsight Research Ltd  **Client Services Manager**  *07/2017 – 10/2019* | * Responsible for the on boarding of new clients into the company. * Help clients create amazing customer experiences through the design of mystery shopping surveys and audits. * Being a positive representative of the Proinsight Portal and delivering platform and product training to all stakeholders. * Management of all client relationships including being a trusted advisor in their mystery shopping and audit programmes. * Generate reports giving clients feedback and insights about their business processes, brand perception, staff performance as well as customer journeys. * Work closely with all clients to resolve in a timely manner, all client related issues, e.g. programme or platform issues. * Work with the senior management team, clients and software developers to build new products as and when a business need arises. * Maintenance of all client areas within the Proinsight platform to ensure functionality and presentation. * Heads the Client Services Support team. |
| Proinsight Research Ltd  **Programme Co-ordinator**  *09/2016 – 06/2017* | * Implement recruitment initiatives for mystery shoppers through job sites and Facebook groups. * Launch and advertise monthly mystery shops in a timely fashion to ensure the quickest possible take up of shops. * Responsible for 100% allocation of all contracted mystery shops every month. * Daily communication, training and support management of mystery shoppers to ensure high quality reports are delivered within client deadlines and expectations. * Daily communication with Quality Control team to resolve issues resulting from poor execution of audits by mystery shoppers. * Work with Client Services Manager to discuss and resolve any issues with regards to survey form designs. * Communicate and collaborate with clients to resolve any audit appeals. |

**Key Skills**

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| * Client service * Budget management * Data analysis * Research skills * SPSS and Qualtrics | * Intermediate Excel skills * Powerpoint * SQL * Power BI * Attention to detail |

**Education**

Chartered Management Institute

Level 5 Diploma in Management and Leadership

*June 2022*

*Distinction (end point assessment)*

Birkbeck College, University of London

**BSc(Hons) in Business Psychology**

*July 2020*

*First class Honours*