KAREN LEE, CMgr, MCMI

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**Professional Summary**

Experienced Client Manager in market research industry currently upskilling in the field of data analytics/data science. I hold a First Class Honours in Business Psychology (2020) and was also awarded Chartered Manager status in July 2022 from the Chartered Management Institute. My professional background is in client servicing, operations, and project management with key skills in SQL, Excel, Power BI and team management. I am passionate about solving business problems using Data Science and Machine Learning solutions, so I am constantly learning and looking to improve in this area. My GitHub portfolio focuses on projects that I’ve recently undertaken, all with a strong emphasis on business impact.

**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 * Attention to detail | * Intermediate Excel skills * Python, Numpy, Pandas, Matplotlib * SQL * Power BI * SPSS and Qualtrics |

**Education**

Chartered Management Institute

**Level 5 Diploma in Management and Leadership**

*July 2022*

*Distinction, Awarded Chartered Manager status*

Birkbeck College, University of London

**BSc(Hons) in Business Psychology**

*July 2020*

*First class Honours*