

JULIE TRAN

+852 5594 6300 | 4F, 50 Tin Hau Temple Road, Tin Hau | tjuliemy@gmail.com

HIGHLIGHTS AND QUALIFICATIONS

- International experience within APAC and North America
- Strong collaboration experience with various internal and external teams to build customer relationships
- Delivered exceptional customer service to 60+ accounts and 100+ C-level executives
- Computer Skills in Salesforce, Zendesk, Jira, Confluence, Slack, HTML Language, and Adobe Suites

RELEVANT EXPERIENCE

Partnerships & Alliance Manager

July 2019 – April 2020

OFX, Hong Kong

OFX is a leading provider of global money transfers, delivering fast, secure money transfers for individuals and businesses around the world.

- Set up and maintained successful revenue generating partnerships and alliances
- Research and identify potential alliances through networking and industry events building sales pipeline
- Partnered with marketing to develop collateral outlining group goals, strategy and milestone achievements to internal and external stakeholders, increasing visibility and support
- Actively manage opportunity pipeline against sales and alliances metrics to through Salesforce

Travelled

July 2018 – December 2018

Regional Account Manager

April 2017 – July 2018

Acquia, North Sydney, NSW

Acquia is leading the open source revolution by fueling the growth of Drupal, which drives some of the most powerful sites across the globe. Acquia is a venture-backed company offering Cloud based SaaS services.

- Maintain and grow relationships with business decision makers with 60+ accounts worth \$2m+ throughout APAC including Australia, Hong Kong, Singapore, Malaysia, New Zealand, & Japan
- Achieved 100% renewal rate in Q4 2017, Q1 & Q2 2018 while exceeding ARR and upsell goal while driving client retention
- Established the necessary account situational background to build and maintain a territory plan, account strategy and account plan and accessing next step plans for at-risk clients
- Maintained and enhanced customer satisfaction by providing ongoing, proactive support throughout the customer life cycle with customer success team
- Aligned and contributed to road maps and strategic objectives to maximize value to customer
- Built strong customer relationships identifying digital goals and established metrics to track success
- Work cross-functionally with Solutions Architects, Technical Account Managers, Support, Professional Services, and Operations teams to develop account-specific proactive and reactive support strategies

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Recruiting Consultant

February 2016 – February 2017

Michael Page, Sydney, NSW

Page Group is a professional recruitment consultancy, specializing in the placement of candidates in permanent, contract, temporary and interim positions with clients around the world.

- Managed other formalities of employees' background verifications, screening, performance review and closing official procedures, including documentation
- Cold called 30+ companies on a weekly basis to generate more business for recruitment while maintaining previous existing relationships
- Sourced, screened, and interviewed candidates weekly to build up the sales pipeline for future various technical and non-technical positions
- Influence the quality of the team culture by supporting local leaders to improve leadership and development competencies and attract and retain the best talent

Sales Consultant

April 2014 – November 2015

Tom James Company, Toronto, ON

Tom James Company is the world's largest manufacturer and retailer of custom clothing.

- Achieved Presidents Club 2015 exceeded \$250,000 in sales
- Cold called 100+ potential customers and setting up 5+ meetings per day
- Represented the largest custom clothing company in the world through building and nurturing a book of over 120 individual C-level clients within a year and adhering to their clothing needs
- Organised and planned each appointment with extreme detail and consistently upselling repeating clients which resulted in having the 2nd highest units per transaction in the Toronto office
- Handled a heavy client-facing role, which developed strong communication and relationship building skills and an ability to thrive in a fast-paced working environment

EDUCATION

Bachelor of Technology (B.Tech)

September 2010 – April 2014

Graphic Communications Management, Marketing minor

School of Graphic Communications Management at Ryerson University

STUDENT GROUPS, ASSOCIATIONS & ACTIVITIES

Team member, Oz Tag

May 2018

Participant, JP Morgan 6K Run

November 2017

Participant, 12K Westpac City2Surf

August 2017

Participant, 12K Westpac City2Surf

August 2016