

# Yee Mon Say Thu

Business Development Executive



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## Profile

Experienced Sales Manager with over ten years in the shipping and logistics industry. Proven track record in driving revenue growth, problem-solving, and team leadership. Detail-oriented and results-driven, with a strong ability to build client relationships and exceed sales targets.

## Skills

- Strong Communication
- Good Negotiation
- Problem Solving
- Active Listening
- Collaboration
- Planning
- Critical Thinking
- Time Management
- Open Mindedness
- Attention to Details

## Professional Experiences

### CUSTOMER CARE OFFICER

CMA-CGM, DUBAI, UAE

2024 JUNE - 2024 SEPTEMBER

- Case Ownership: Ensure all customer queries (via all channels) are responded to within agreed SLAs and quality standards.
- Case Prioritization: Prioritize customer requests based on query criticality to meet customer expectations.
- Case Analysis & Dispatch: Analyze customer queries, consult experts, or dispatch to the correct team for faster and higher-quality turnaround times.

### CLIENT MANAGER

MAERSK

Yangon, MYANMAR

2022 JUNE - 2024 APRIL

- Drove growth and profitability across Export, Import Ocean Freight, Contract Logistics, CHB, Inland Transportation, and Cross Border Trucking.
- Cultivated strong relationships with key customers and internal teams, enhancing engagement with tailored value propositions.
- Collaborated with Customer Service, Trade & Marketing, and Product teams to align with customer needs and market dynamics.

## Education

Master of Business Administration  
Stamford International University  
Bangkok, Thailand.  
2017- 2019

BA (ENGLISH) HONS:  
Hinthada University, Myanmar.  
2006 - 2009

## Sales Manager

SUMITOMO CORPORATION

Yangon, MYANMAR

2015 SEP- 2022 MAY

- Spearheaded commercial, sales, and marketing initiatives, optimizing operational efficiency under the Managing Director's guidance.
- Founded and scaled the sales department, overseeing recruitment and comprehensive staff training from inception.
- Cultivated strong relationships with pivotal customers, driving significant sales growth.
- Managed comprehensive sales operations, including customs clearance and inland trucking services.

## Training and conferences

INTER OFFICE TRAINING

SUMITOMO CORPORATION, TOKYO, JAPAN

2017 OCTOBER

- Gained insights into Japanese working culture and management concepts specific to Sumitomo Corporation.
- Developed strategies for fostering better future operations and collaboration within Sumitomo Corporation.

THE SUMMIT CONFERENCE

MAERSK, BARCELONA, SPAIN

2023 OCTOBER

- Acquired knowledge of global sales strategies and sustainable business practices.
- Expanded global networking capabilities for sales leads within Maersk.