

KEUNG, Hon Fai JEFF | Senior Account Manager

Location: Manchester

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Professional Profile

Highly motivated and target-oriented Senior Account Manager with 5+ years business development, client management and SaaS experiences as well as 5+ years automotive sales & marketing and event organising skills in a fast-paced environment emphasising on customer service.

Experienced in selling ICT solutions, Managed IT Services (Helpdesk outsourcing, staff secondment, M365), Business Solution (RPA, Robotic, Chatbot, Power Platform, Dynamic 365 BC, HRM), Digital Business Automation (Scanning service with index capturing solution, FileNet, SharePoint) and Staff Outsourcing Service to MNC customers.

Always attend to customer needs comprehensively with sensitivity to cross-cultural communication.

Career Summary

HKT Services Limited (a PCCW Group member – HK Stock no.: 0008)

Senior Account Manager

(Jun – Oct 2022)

- Effectively managed 70 MNC customers and promoted ICT solutions (Mobile and Fixed Network Devices, Security, Cloud, etc.)
- Overachieved sales targets for 4 consecutive months.
- Explored new business opportunities with SAMSUNG HK and signed a new contract of 5G router bundled plan with contract sum over GBP\$40K (48 units of New 5G routers with unlimited 5G monthly data for 24 months).

Konica Minolta Business Solutions (HK) Limited

Corporate Service Executive

(Dec 2017 – May 2022)

- Effectively managed 250+ MNC and SME accounts & significantly increased company gross profit by 5%+ for 4 years in a row.
- Ambitiously achieved GBP\$500,000+ yearly sales revenue & ranked among the top 30% salesmen for 3 years in a row.
- Cultivated long-term relationships with customers and enhanced customer loyalty by promptly solving customer challenges & offering one-stop solutions.

Silversmith

Sales and Marketing Executive

(May 2016 – Nov 2017)

- Negotiated wholesale deals with overseas customers in HKTDC (Hong Kong Trade Development Council) Hong Kong International Jewellery Show 2016 & 2017 held in Hong Kong Convention and Exhibition Centre.
- Handle enquiries on custom-made Gold and 925 Silver accessories designs, provide quotations and follow-up services.
- Website monitoring and updating included new products, promotions and inbox enquiries.

Vang Iek Motors (H.K.) Ltd. (Official distributor of Mazda Motor Corporation)

Assistant Marketing Officer

(Feb 2012 – May 2016)

- Official website management included product page development, promotional info, accessories, merchandise & used car pages regular updates.
- Design graphics and wordings on New Product catalogues, sales materials and aftersales service leaflets.
- Organised 20+ New Cars Shows and Launching Events as well as maintaining close relationship with Media.

GELEC (HK) Limited

Assistant Sales Engineer

(Jun 2011 – Jan 2012)

- Process sales and marketing work in Mechanical & Electrical Division.
- Analyse cost based on specifications and prepare tender quotations.
- Liaise with manufacturers and provide technical support to clients.

Wing Hang Bank, Limited (Automotive & Equipment Finance Division)

Senior Clerk

(May 2008 – Jan 2011)

- Perform auto finance dealings, annual and stocking loan review of dealership accounts.
- Prepare credit analysis and proposals for dealership review and accounts registration.
- Monthly inspection of vehicles financed under stocking loan.

MGI Luxury Asia Pacific Ltd. (Movado, Concord, Coach, Hugo Boss, Juicy Couture)

Clerk

(Sep 2006 – Feb 2008)

- Maintain inventory with inbound and outbound transaction records.
- Verify shipment quantity of watches and perform quality inspection.
- Issue inter-company purchase orders and prepare customer invoices for delivery.

Dah Chong Hong (Motor Service Centre) Ltd.

Service Consultant

(Dec 2004 – Jan 2006)

- Suggest vehicle check-up and maintenance packages to customers.
- Provide and explain repair quotations to customers.
- Sales of vehicle check-up, car care, fuel and air conditioner cleaning package coupons.

Education

BENG (HONS) Degree in Mechanical Engineering | The Hong Kong Polytechnic University

Diploma & Higher Diploma in Automotive Engineering | Hong Kong Institute of Vocational Education

Foundation Diploma in Technical Stream | Hong Kong Institute of Vocational Education

H.K. Certificate of Education Examination | Ming Kei College