

Simon Gomes

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CAREER SUMMARY

Accomplished business analyst and project management professional with 5+ years of success leading and driving operational improvement. Talent for operational management including producing high-performance teams, effectively making decisions, and quickly resolving issues within required time frames. Experienced in driving strategic direction, product roadmaps, and market research projects through the complexities of differing agendas, personalities, and cultures. Expertise in working under tight deadlines on multiple time-sensitive projects while providing strong leadership and time management skills. Throughout my career I have become highly skilled in analysing and reporting customer data - from research, engagement, as well as other data sources to find the key insights needed.

SPECIALITIES

Business Analytics, Time Management, Change Management, Consumer Insight, Communication, Client Service, Account Management, Marketing (including Sales & Public Relation), Retail Sales, Client Management, Project Management, Strategic Planning, Contracting, Leadership and management, Customer Relation Management, Brand Development, Market Research (Data Collection, Analysis, Reporting and Presentation).

Key Client Portfolio

JB HiFi, Samsung Australia, Vodafone Hutchison Australia, Telstra, Minda, Unilever, HSBC, Standard Chartered Bank, Citibank NA, Digitas, BBC, Western Union, DHL, McKinsey & Company, Roche Pharmaceuticals, Sanofi, Telenor, Tetra Pak, Reckitt Benckiser, GlaxoSmithKline, Nestlé, The Procter & Gamble Company (P&G), Siemens, British American Tobacco, Ericsson.

WORK EXPERIENCE

JB Hi-Fi

Communications Advisor

November 2020- Present

- Develop and maintain trusted relationships with new and existing customers to determine their existing and future telecommunication needs.
- Understand the customer's objectives, buying criteria and decision-making process and forming long-term partnerships – the role will be closely supported by technical pre-sales.
- Actively and successfully manage the sales process from start to finish including managing and maintaining sales pipeline, ensuring all sales enquiries are followed through.
- Present innovative solutions to potential customers through direct communication i.e. face to face conversation, telephone calls and/or via email.

Optus

Retail Sales Consultant

August 2020- October 2020

- Build meaningful customer relationships to deliver an exceptional personalised experience as well as achieving targets in sales and customer satisfaction.
- Leading by example and inspire team to deliver exceptional customer experience as well as coaching, mentoring and guiding team members.
- Effectively communicate to converse comfortably with both small groups and individuals.

Samsung Electronics Australia

Experience Consultant, Samsung Marion

April 2017- July 2020

- Provide the highest level of customer experience and professionalism to achieve required levels of customer satisfaction with highest NPS score
- Discover and gather internal and external customer needs through building active relationships and the provision of quality advice and assistance to store staff, customers, and support service team in relation to the implementation of administrative policies of Samsung to ensure best customer service
- Follow all requirements of the Samsung guideline, training and development framework and actively participate in staff development and training and team discussions about the continuous improvement and development of services and procedures.
- Responsible for sales results, accurate targeting, incentives, commercial commission payments, stock ordering & merchandising
- Ensure weekly stock management of devices, accessories, and demo/live units to ensure adequate stocks are available.

Resume of Simon Gomes

Vodafone Hutchison Australia

Store Manager

February 2016- February 2017

- Managed and led a Vodafone Store to achieve and exceed sales targets, by maintaining an exceptional level of customer satisfaction in a professional sales environment with a positive atmosphere.
- Leading by example and inspire team to deliver exceptional customer experience as well as coaching, mentoring and guiding team members.
- Identified improvement opportunities within the business and enhancing relationships with our retail partners to promote our brand.

The Nielsen Company Limited

World's largest information and measurement company with headquarters in New York (USA) and Diemen, the Netherlands. Nielsen is active in 106 countries.

Senior Manager, Market Research

March 2013-June 2015

Manager, Market Research

October 2010-February 2013

- Worked with change management and transition teams to implement training and integrated legacy systems with new systems and processes.
- Responsible for achieving team revenue target, manage and oversee all types quantitative & qualitative research projects (regular tracking, ad-hoc or customized), ensure timely delivery of data to client end, co-ordinate among the field and analyst team as also to work on expanding client base and making client pitches and negotiation.
- Ensured provision of appropriate analytical support and outcome recommendations for key partners in the business and provided effective project management and delivery of analytics projects.
- Designed, put into place, and manages requests for the analysis and reporting of data are evaluated and delivered in a timely manner, is accurate and fit for purpose.
- Derived client satisfaction by providing insights and actionable recommendations during presentations or business reviews and by providing value-added analyses and response to special requests.
- Arranged presentation on proposal and research finding to the top-level management at the client end and suggest recommendations.
- Be directly accountable for work conducted for their nominated clients in terms of client relationship management, revenue generation, collect due bills, analysis, charting, etc. and perform quality checks on all reports for alignment to request, accuracy, and correctness.

Major Projects

- Led a team of 6-8 team members to deliver outstanding insights to clients which resulted in a 148% increase in sales
- Leveraged strengths in cost-effective marketing management and vendor negotiations to end each year an average of 33% under-budget (without compromising business growth goals)
- Improved customer satisfaction survey process, increasing response rate by 50% and streamlined market tracking database, reducing update cycle time by 30%
- Increased customer base by 80% by employing marketing strategies brought out by developing new client solutions
- Assumed a lead role in pitch team meetings due to strengths in presentation and negotiation skills, and helped close major accounts (AUD 50K to AUD 400K+ initial contracts) in 2014.

COMPUTER SKILLS

- Data Analytics Application:** Python, Visual Basic, SQL, Pandas, Matplotlib, NoSQL and MongoDB, JavaScript, Tableau, Querying Big Data with PySpark
- Microsoft Office Applications
- Google Analytics
- Business Analytics Software

PROFESSIONAL CERTIFICATION

Data Analytics

University of Adelaide

2023

Business Analytics Specialization

University of Pennsylvania, USA

2020

Master's in Business Administration (MBA), East West University

(Assessed as comparable to the education level of an Australian bachelor's degree by Government of South Australia)

2012

VOLUNTEER EXPERIENCE

First Degree Responder, St John Ambulance Australia

2016-2017

Team Member, Commonwealth Home Support Services, Australian Red Cross

2016-2017