




Name: Simla Thakoer | **Date of Birth:** 28-10-1976 | **Residence:** The Hague, The Netherlands

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Summary

Sales professional with a strong focus on Customer Success and with a solid consultative background in Credit Management. Experienced in Change Management of business processes. Brings a thoughtful perspective in Customer Relationship Management, accustomed to nurturing relationships with CTO's, CFO's, Finance and IT Management. Entrepreneurial, a team player and highly experienced in identifying customer needs, maximizing Customer Services and minimizing Accounts Receivable risks within growing businesses.

Experience

Sales jobs a.i. (2016 – present)

Focus: To identify and to develop business opportunities and other responsibilities common to companies in the start-up phase at: - [X-FRONTIERS.COM](https://www.x-frontiers.com) | **Sales Manager** (03/2020 – present)

- [SalesPartner.co](https://www.salespartner.co) | **Sales Associate** (2018)

- [Codekeeper.co](https://www.codekeeper.co) | **Sales Manager** (2016)

PCI Nederland | Senior Business Development Manager (01/2017 – 12/2017)

Focus: Government, Health and Education.

Lenovo Benelux | Account Manager (01/2013 – 12/2015) [Presidents Club 2014]

Focus: Large Enterprise The Netherlands. Responsibilities:

- Customer-facing role.
- Liaising with channel partners.
- Maximized penetration in existing accounts.
- Developed new accounts (i.e. win-back).
- Managed sales cycle and order process.
- Leveraged with technical teams.
- Managed Salesforce and SAP as bid owner.
- Reported through weekly forecasts.
- Coordinated with supporting departments in Slovakia.

Lenovo Benelux | Sales Operations Manager (07/2011 – 12/2012)

Focus: Co-managed daily business and provided operational leadership to the Benelux Sales teams.

Responsibilities:

- Co-managed sales pipeline by running weekly business reviews with the Sales teams and reported weekly forecast to the Northern European Management.
- Travel to the UK and weekly visits to the Belgian office.
- Managed and coordinated sales leads.
- Increased outbound calls - done by Inside Sales teams.
- Critical Situation Management (from escalation to resolution; pricing, order load, delivery).
- Super-user Benelux SAP SD for S/4HANA migration.

Belkin International | Senior Credit & Collections Specialist – EMEA a.i. (04/2010 – 06/2011)

Focus: Clean-up of Accounts Receivable Ledger due to backlog in payments and dispute solving.

Samsung Electronics Benelux | Senior Accounts Officer (05/2004 – 12/2009)

Focus: Credit Management and Accounts Receivable. Responsibilities:

- Set-up of internal processes regarding:
Credit checks, Cash Management, Treasury Management, Dispute Management, Order Release Management, Bad Debt Accruals.
- Customer-facing and advisory role.
- Reported to Benelux CFO's.
- Managed Atradius insurance contract.
- Managed periodical internal and external audits related to Accounts Receivable.
- Project Manager of SOLAR - Samsung OnLine Accounts Receivable - implementation.
- Key-user Samsung Operations Excellence.
- Key-user Benelux SAP FICO for S/4HANA migration.

Mexx International | Assistant Credit Manager EMEA (03/2000 – 05/2003)

Focus: Co-managed the Credit Management department (7 Fte) – EMEA. Responsibilities:

- Credit Management for the Nordic countries (1 Fte), United Kingdom and Ireland.
- Managed NMB-Heller factoring contract and Cobac insurance contract.
- Managed legal cases.
- Managed Bank Guarantees and Letters of Credit.
- Worked closely with Sales teams.
- Monitored DSO.
- Travel to offices in Paris and Stockholm.

Education/Courses (all degrees obtained)

2019 : SAP Business Consultancy course: SAP R/3; Supply Chain; Excel; Prince2 – [CC Academy](#).

Additional: Identified three assignments within new business accounts through cold calling.

Assignment at [SILICON](#).

2008/2009 : Post Bachelor Business Psychology.

1998/1999 : Ecole Supérieure du Commerce Extérieur (BBA) – Pôle Universitaire Léonard de Vinci in Paris.

Additional: Spanish. Internship at Sea World International in Paris (1999).

1995/1998 : Bachelor of Business Administration (BBA) – course: Economic-Linguistics – Hogeschool Ichthus in

Rotterdam. Languages: English, French, Spanish. Internship at Central Bureau for Statistics (1998).

1989/1995 : Secondary Education, pre-university (VWO) – Zandvliet College in The Hague. Languages: Dutch,

English, French, German. Additional: Spanish.

Software - MS Office 365 | SAP R/3 | SAP S/4HANA | SAP Business One | Salesforce | Slack | Workday | M-Files | Business Navigator CRM | Qlikview | AS400

Languages - Dutch: Native | English: Fluent - C2 (spoken/written) | French: Good - B2 (spoken/written)

Interests - Networking at [LogicQ](#) | Reading books about personal development and professional literature | Updates through webinars.