IVY [redacted]

EMPLOYMENT RECORD:

CLIENT SUCCESS MANAGER
[redacted]
FEB 2019 – PRESENT
[redacted]

RESPONSIBILITIES:

- Develop and maintain strong relationships within assigned client segment to ensure maximum satisfaction and retention levels.
- Identify and execute business strategy for assigned client segment. Work cross-functionally to execute on individual client strategies. Identify opportunities for adding greater value. Identify opportunities for additional ARR by proactively contacting clients on a weekly basis and developing strong relationships with CD-RSE’s/CSE’s to strategically manage clients to leverage upsell opportunities.
- Identify and implement specific strategies to increase utilization and adoption for overall client portfolio.
- Develop qualified references by establishing credibility and responsiveness with assigned clients. Ensure clients receive appropriate acknowledgement for providing references.
- Identify, prioritize, and resolve client issues/concerns; coordinate with appropriate internal departments to provide response and/or solutions. Identify and implement improvements to processes, documents, tools, reports, etc. to benefit team and internal/external clients. Perform Territorial Planning and Quarterly business reviews of my designated portfolio. Participate on cross-functional teams to discuss accounts and look for trends or commonalities. Ensure the best interests of both clients and Concur are being fairly and objectively represented.
- Identify and execute business strategies that contribute to the success of the key metrics of the position – retention, upselling, increased utilization/adoption, contractual compliance, and opportunities for expansion.
- Design and execute Webinars and Trainings to help clients maximize their utilization, products, and services.
- Create contents, marketing emails and manage the Community Page for clients under the Digital Success segment. Strong knowledge in using Salesforce as our main CRM tool, Zoom and Microsoft Suits for setting up client and internal meetings, GainSight for logging documentation, JIRA and BillerDirect for clients billing concerns, and familiar with Tableau, Fiori and Ariba as part of SAP’s portfolio.
- Well-versed in Account Management and Data Entry
- Other duties/special projects as assigned.
- Be aware of, and comply with, all corporate policies.

PAYROLL SENIOR ANALYST – ESCALATIONS TEAM

[redacted]

JULY 2013 – JANUARY 2019

[redacted]

RESPONSIBILITIES:

- Responsible for calculating taxes.
- Responsible for supporting 3 most used method of payroll processing (Teledata, PCPW Clients and Online client's – Payex, WFN v2 etc.)
- Troubleshooting any payroll data error that client encounters when processing their payroll (Incorrect SSN, Unscheduled deductions, not enough gross for a lien etc.)
- Keeps records of callers, the problem experienced, and the resolution. If a problem is not immediately fixed, we arrange follows up with additional instructions or information.
- Responsible for coordinating with different Departments to make sure the payroll will process on time and Delivered in a timely manner.
- Responsible for setting up appointments to Sales especially if there are products the client wants to add or a feature they want to activate, call the customer back to inform them about the details of the transaction.
- Responsible for checking the front-end systems according to client's needs.
- Troubleshooting taxes inquiry, tax calculations, tax discrepancies, Billing inquiry, tax amendments and tax adjustments, etc.

CUSTOMER SERVICE REPRESENTATIVE

[redacted]

OCTOBER 2010 – MAY 2013

[redacted]

RESPONSIBILITIES:

- Responsible for creating new mobile accounts for newly signed customers.
- Receiving calls regarding transferring of data from their previous mobile account into their newly created account (we call it porting)
- Responsible for processing mobile purchases and activation for the clients
- Troubleshooting any mobile and prepaid technicalities
- Processing payments and refills for the customer's account using debit or credit cards.
- Responsible for taking and recording sales and distribution of company products, such as mobile phones, accessories, and p[redacted]id refills.
- Responsible for locating the nearest [redacted] stores for the client's needs and convenience.
- Processing retrieval of balance seizure on the customer's mobile account.

EDUCATIONAL ATTAINMENT:

TERTIARY: [redacted]

SKILLS:

Sharing Best Practices with clients	Customer Service and Support	Data Analytics/Reporting Project Management
Client Relationship Management	Revenue Generation Complaint Resolution	Salesforce Proficient Digital Marketing
Opportunity Creation	Data Entry	Building Webinar content
Account Management	Creating	
Conducting Webinar and Training	Content Community	