**Karen**

 Email: **karen.143140@2freemail.com**

A strategic and motivated Client Services Analyst with over five years of work experience in the UAE. Dedicated to effective client management, maintaining business relationships and client retention. Pays attention to details and utilizes communication skills to proactively handle the demands of contracted agreements.



**PROFESSIONAL EXPERIENCEService Delivery and Database Administrator 2015 – April 2017**

MiX Telematics Middle East (Dubai United Arab Emirates)

MiX Telematics has built a solid reputation for designing, developing and selling innovative fleet management and telematics products and services, primarily in four specific categories: Fleet Management; Health, Safety and Environment; Vehicle Tracking; and

Stolen Vehicle Recovery.

**Key Achievements**

* **Manages** the company’s largest database – with more than 12,000 active vehicles
* **Monitors** 43 databases and ensures that data recorded are accurate
* **Supports** all clients’ service requests and act as escalation point on a daily basis. Number of cases ranges from 5-10 per day.

**Nature of Job:**

Manages the company’s largest account – with more than 12,000 vehicles

on operations worldwide. Works as the focal point of day-to-day

operations, client communications, conflict resolutions and compliance of

agreed deliverables

**Job Responsibilities:**

* Handles the company's largest account globally-ensuring all

aspects of the telematics and training services are delivered

as per the contracted requirements.

* Responsible for all operational client communications, conflict

 resolution, and compliance on client deliverables

* Monthly reporting of billable vehicles to Finance and client

account activity to the Client Services Manager

* Prepares quotations, chase Purchase Orders and monitor the invoicing process to ensure accurate billable
* Lead team (Technical Support and Technician) on major projects aimed at improving the client's ability to manage their fleet
* Coordinates with scheduling departments for the completion of training and technical work scope requested by the client
* Trained client personnel on the usage of the MiX Telematics SaaS

**Sales and Marketing Administrator 2012 – November 2015**

MiX Telematics Middle East (Dubai United Arab Emirates)

**Nature of Job:**

Reports directly to the Head of Sales and Marketing Manager

Middle East and Australasia as Executive Assistant and

Administrator of Sales and Marketing team. Arrange sales meetings,

plan business trips, assist in marketing events- both domestic

and overseas and monitor the sales forecast and projections.

**Key Achievements**

* **Handles** 8 Business Development Managers
* **Provide** administrative assistance in pre-sales activities for all accounts
* **Manages** the daily activities of the Department Head. Provide Executive Assistance to the team

**Job Responsibilities:**

* Supervise the lead generations and monitoring using

Pipeline Deals application.

* Administers the sales process (Lead – Closing) across

Middle East and Australasia accounts through CRM - Salesforce

* Conducts the weekly sales meeting with Business

Development Managers.

* Provides weekly reports on all opportunities – forecasted

pipelines and target closing date to the Department Head.

* Provide quotations and follow up Purchase orders
* Work with the Implementation Manager in scheduling technical jobs and trainings

Executive Assistant

* Supports the Head in managing diary and meetings schedules
* Arrange travels logistics and overseas engagements requirements
* Represents the Head in sales meeting if needed
* Monitor the office supplies and perform reception duties
* Facilitate office lunches and sales team buildings

**Channel Development Administrator 2007-2012**

**Key Achievements**

* **Establish** Ayala Land operations in Middle East in 2008 and still in operation to date
* **Handles** 3 country managers – UAE, KSA and Qatar operations
* **Manages** the sales training and sales documentation of more than 80 accounts across MEA

Ayala Land International Sales Inc. Abu Dhabi United Arab Emirates

Ayala Land is one of the Philippine's most reputable and leading real

estate company. With over a century of envisioning, building and

developing master planned, mixed-use and sustainable communities.

**Nature of the Job:**

Pioneered the establishment of Ayala Land operations in

Middle East Region, headquartered in Abu Dhabi, UAE.

Handles a team of 3 business development managers, assigned in UAE,

Qatar and KSA. Spearhead the company’s daily operations,

lead generations and clients’ management.

**Job Responsibilities:**

* Handles the Sales Operations and Marketing of Ayala Land

projects in Middle East Region.

* Provide assistance to the Country Managers and their network in terms of after-sales documentations, trainings and selling strategies
* Supervises the Administrative and Human Resources related tasks of the Middle East operations such as arranging meetings, manage the Marketing budget, travel and billeting of the Management from Manila, Sales Trainings, Business Development in new areas and alike
* Provide quotations and after sales support to the client

**Executive Assistant and Defence Researcher 2007 – 2008**

Department of National Defence (Quezon City, Philippines)

**Nature of the job**

Act as the Executive Assistant to the Assistant Secretary for Strategic

Assessment. Managing the Secretary’s daily business activities,

travel and meeting arrangements and monitor all correspondences.

**Job Responsibilities:**

**Key Achievements**

* **Represents** the Secretary to bilateral meetings on border disputes among Malaysia, Indonesia and Singapore
* **Write** speeches for the Secretary that were read to International delegation
* Manage the daily activities of the Department Head- scheduling,

travels and engagements

* Attend representation meetings on behalf of the Department Head
* Writes speeches and minutes of every meeting attended. Responsible for

ensuring all the communication are accurate and properly disseminated

* Spearhead the Administrative responsibilities of the Department

**SKILLS AND SPECIALTIES**

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| --- |
| Advance user of CRM – Salesforce Application and Pipeline DealsProficient in Microsoft Applications – Word, Excel, Outlook, PowerPoint |
| Basic User of SAGE application Database ManagementData Analysis and Reports EnhancementsB2B Business Development Planning and Project Management Executive Assistance/PA |
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**EDUCATION**

2015-Current Master of Arts: Public Management

***University of the Philippines*** - *Los Baños*

Public Management Public Policy and Program Administration

2005 Bachelor of Science: Development Communication

***University of the Philippines-*** - *Los Banos*, *Laguna*

Development Communication Community Broadcasting and Telecommunications

**REFEREES:**

**Full referee details can be supplied upon request.**