

Account Executive CEE w Vonage

Podsumowanie

Helping Enterprises in the successful digital transformation of all customer experience channels, improving customer journey touchpoints, and transforming omni-channeling strategy into real business values.

Customer-focused & Goal oriented, effective, and motivated International Sales Executive, and Enterprise Account Manager, with a demonstrated successful record of working in the Digital and Software Technology, and Customer Experience industries.

Skilled in international B2B Sales and multilingual negotiation, Executive MBA graduate, engaged to achieve above-average results. Fond of the profession and daily challenges; believes in saying "Start with what is necessary, then do what is possible to do, and you will find out that you achieved the impossible".

Doświadczenie

Vonage

Account Executive CEE

maja 2024 - Present (4 mies.)

Warsaw, Mazowieckie, Poland

Excited to share my expertise in enhancing Enterprise Customer Experience journeys! Leveraging cutting-edge omni-channel and AI strategies, I help businesses boost sales and reduce costs.

Infobip

Account Executive CEE & DACH

kwietnia 2022 - maja 2024 (2 lata 2 mies.)

Warsaw, Mazowieckie, Poland

Assisting Large Enterprises in their digital transformation by enhancing their KPI's through introducing new digital communication channels such as:

Główne umiejętności

Sales

Call Centers

B2B

Languages

German

English (Full Professional)

- Google Business Messages, Apple Business Chat, WhatsApp, Viber, RCS, SMS

, and also through communication SaaS solutions such as:

- Omnichanneling contact center platform, marketing automation solution, and chatbot management platform.

Cognizant

Sales Director / Dyrektor Sprzedaży

listopada 2020 - marca 2022 (1 rok 5 mies.)

Warszawa, Woj. Mazowieckie, Polska

- Leading role in the sales process for both domestic and EMEA markets. Responsible for delivering new logos for CEE delivery countries.
- Defining and executing account sales plans and then meeting sales goals through prospecting, qualifying, managing, and closing sales opportunities for industries such as: banking, e-commerce, gaming, and start-up.
- Preparing business calculations, P&L analysis, preparing and negotiating outsourcing contracts in cooperation with company legal departments.
- Collaborating with the EMEA sales support team to build the solution and generate a solid pipeline.
- Providing regular reporting of pipeline and forecast through the Salesforce CRM system.

Concentrix

Sales Director CRM / Dyrektor Sprzedazy

stycznia 2018 - października 2020 (2 lata 10 mies.)

Warszawa, woj. mazowieckie, Polska

- Taking the lead role in sales process, being the first point of contact for both domestic and GEE region clients: preparing presentations & proposals, negotiating and closing deals.
- Responsible for implementation and management of newly acquired projects, delivering financial results of newly launched projects, managing relationships with the clients.
- Offering the multilingual service & digital solutions: multilingual customer care services, content moderation, technical help desk services, omnichannel systems, and digital & technology transformation solutions.
- Working in a matrix managerial structure.

Sitel Group

Sales Director

stycznia 2016 - grudnia 2017 (2 lata)

Warszawa, woj. mazowieckie, Polska

New Clients Hunting:

- Offering multilingual Help Desk services in technology & customer electronics sector, and outbound sales campaigns in financial sector in Poland.
- Managing B2B sales team, including developing and executing company sales strategy, looking actively for potential sales opportunities, preparing price offers and presentations as competitive as possible, developing long-lasting customer relationships.
- Matrix managerial structure and responsibility. Reporting to the regional head of sales of CEMEA region, and simultaneously to general manager of Sitel Group Polska.

Project Implementation & Management:

- Direct responsibility for the implementation and management of domestic clients from the Polish financial sector (outbound tele-sales activities).
- Team Management until required profitability and KPI's targets would be achieved, than passing to operations
- Ensuring team development through training, coaching, empowering and management support activities.

Mellon Poland Sp. z o.o.

Sales Manager Services

września 2007 - grudnia 2015 (8 lat 4 mies.)

Contact Center development & management:

- Responsible for delivering both operational excellence and business development, including financial results of the contact center division.
- Managing an annual budget of Contact Center department.
- Managing contact center efficiency on regular basis as a part of an internal system of control
- Monthly invoicing, analyzing various costs and income forecasts and profitability rates achieved by contact center with the budget procedures.

Staff Augmentation development:

- Responsible for business development of staff augmentation solutions allocated in Banks' premises (in-house staff augmentation)
- Monthly invoicing, sales plans implementation, managing business relations with key business partners to deliver scheduled budget revenue & gross margin vise.
- Creating and implementing a sales strategy and company policy for Staff Augmentation solution in cooperation with the legal department.

AZ Soft

Regional Sales Manager

września 2004 - sierpnia 2007 (3 lata)

Warsaw, Mazowieckie, Poland

Pharma Marketing (Poland) Sp. z o.o.

Product Manager – Product Champion “Prescription Profile”,

sierpnia 2002 - sierpnia 2004 (2 lata 1 miesiąc)

Warszawa, woj. mazowieckie, Polska

Consumer Data

Sales Specialist

sierpnia 2000 - lipca 2002 (2 lata)

Warsaw Area, Poland

Wykształcenie

Université du Québec à Montréal

Executive Master of Business Administration (MBA) · (2016 - 2018)

SGH Warsaw School of Economics

Master of Business Administration (MBA), Executive Master of Business Administration (MBA), CEMBA · (2016 - 2018)

Akademia Leona Koźmińskiego

MASTER OF BUSINESS ADMINISTRATION AND MARKETING., Profile – direct marketing. · (2000 - 2002)

WSHiFM Graduate School of Commerce and International Finance in Warsaw

Bachelor's degree in Finance, Accounting and Finance · (1997 - 2000)

Salesian Secondary School, completed with distinctions in Sokółów Podlaski.

· (1993 - 1997)