

ID-64602 Francisco

PERSONAL DETAILS

Date of birth: 08/07/1977

PROFESSIONAL EXPERIENCE

Date: 02/2022 - Now **Company:** **ORANGE ESPAGNE (Madrid)**

Job Position: Key Account Manager Grandes Empresas

- Manage a portfolio of enterprise accounts, ensuring customer satisfaction and driving revenue growth.
- Build and maintain strong relationships with key decision-makers and stakeholders.
- Develop strategic account plans to identify growth opportunities and maximize sales potential.
- Collaborate with cross-functional teams, including sales, marketing, and technical departments, to deliver comprehensive solutions to customers.
- Conduct regular business reviews with clients to assess their needs, identify challenges, and provide appropriate solutions.
- Monitor market trends and competitors' activities to identify potential threats and adjust strategies accordingly.
- Provide accurate sales forecasts and reports to management, highlighting achievements and areas for improvement.
- Negotiate contracts, pricing, and terms with clients to ensure mutually beneficial agreements.

Date: 01/2017- 02/2022 **Company:** **GRUPO SOLITIUM (Madrid)**

Job Position: Account Manager

- Manages, retains and grows revenue, responsible for sales and the customer relationship. Ensures effective service delivery to accounts.
- Focuses on customer's satisfaction, knows the customer's business and workflows, develops proper contact network within accounts.
- Coordinates implementation of Solitium strategy on the account level.
- Identifies new opportunities, lead sells 'core' products/services.
- Works with and brings in experts/specialists onto the team where required, has oversight of all account activities.
- Responsible for forecasting, keeps management in touch with accounts. Attends to customer issues promptly.
- Owns account management within the appropriate sales tool.
- Work with individual targets, and execute aligned with team objectives.
- Forecasting/funnel management, high level engagement, ROI analysis, define account strategy Power based on selling, negotiation and presentation skills.
- Building long-term relationships with accounts. Excellent collaboration skills with a wide variety of people (product management, engineering, marketing).
- Ability to show creativity and a different way of thinking.
- Utilize Sales CRM tools to track all pertinent account information and sales progress as well as forecast and prioritize to achieve quarterly quota goals

Date: 10/2007- 01/2017 **Company:** **LABEL ORDENADORES Y SERVICIOS, S.L (Madrid)**

Job Position: Account Manager

- To Structure a proper strategy for key customers.
- Develop and implement new business opportunities in customers.
- Manage broader relationships with key customers Groups all levels.
- Excellence customer satisfaction.
- Help solve customer needs to all IT fields.
- High level of negotiation with IT and Purchasing Directors.
- Coordination all steps of the project: from proposal, implementation and follow-up of the project results.
- Provide Customer and market insight, feedback and demo product.
- Hard skills IT knowledge.
- Demonstrate leadership, initiative and strong team worker.
- Ability to develop new business models for customers with new technology.
- Maximise sales and profitability through growth in existing customers.
- Direct field experience in working with large customer accounts.
- Acts as point of contact for the costumers, provides escalation path and attends to customers issues promptly.
- Accountable for individual expense budget management.

Date: 05/2006- 10/2007 **Company:** **DATA PROF ESPAÑA, S.A (Madrid)**

Job Position: Técnico commercial

- Automatic identification and data capture (AIDC) Distributor
- Open new accounts and develop existing.
- Fulfillment product trainings from main manufactures usually.
- National travels by keeping track and maintain accounts.
- Ensure value proposition meets the customer's requirements and can be delivered within the proposed scope.
- Responsible for account and industry analysis, complex problem resolution and communication between clients, sales, management and Federation sales teams.
- Design, develop, and deliver reports to senior leaders and executive level clients.
- Identify, evaluate, recruit and manage resources needed to successfully lead sales campaigns

Date: 11/2004- 04/2006 **Company:** INDITEX (London)

Job Position: Assistant Sales

- Serve customers accordingly with ZARA selling policies
- Provide exceptional customer service experience by greeting, listening and assisting customers in exceeding their needs, demonstrating an excellent knowledge of the products
- Guarantee cross and up-selling for all product categories
- Discuss with clients and give advices on general trends in fashion world and developments in showing passion for fashion
- Build and strengthen relationships with customers, deal with different nationalities and personalities and put always the customers at ease
- Ensure the achievement of individual and Store goals, enhancing and developing the business
- Foster open and constructive communication with team members, being always collaborative and proposing effective solutions

EDUCATION

I.E.S EL PINAR

Higher Degree Module in Software Development Applications (2000 - 2003)

LANGUAGES

- English: High.

COMPUTER SKILLS

- High Level Windows Office (Word, Excel y PowerPoint).

- Management Programs: SAP, Dynamics, Siebel.