

# ID-58597 Consuela

International Key Account Manager  
Sant Cugat Del Valles, Catalonia, Spain

## Summary

Internationally minded sales professional. Eager to learn how technology is changing our world in unexpected ways and trying to keep up the pace. Thriving to find ways to adapt international needs to specific local business environments.

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## Experience

Ricoh España  
14 years 6 months

Key Account Manager - International Area  
April 2011 - Present  
Sant Cugat del Vallés - Barcelona

My role as an Int'l Client Manager engages in a variety of responsibilities including:

- Managing the relationship with national and international customers assigned (90% int'l - 10% national)
- Inbound/Outbound business process coordination (bid process / deployment / aftersales)
- Raising awareness of new business lines and value proposition services by conveying accurate messages to the assigned customers.
- Building client relationship by acting as the interface between the back-office and front-office teams.
- Identifying new potential business opportunities by maintaining regular communication with the clients to identify new needs and determine changing preferences.
- Enhance customer satisfaction and retention and ensure that they receive first-class customer care and service.
- Ensure & maximize account profitability
- Build strategies to manage the account and set objectives about the account management.
- Come up with the adequate pricing and contractual structure.

## Top Skills

Key Account Management  
Cross-cultural Communication Skills  
International Business

## Languages

Spanish (Native or Bilingual)  
English (Full Professional)  
Catalan (Full Professional)

## Certifications

PRINCE2® Foundations - PRojects  
IN Controlled Environments  
TOEIC Certificate Business English  
Conference Interpreter & Sworn  
Translator  
Negotiation skills - Scotwork  
Social Selling

## Education

Babes-Bolyai University  
Bachelor of Arts (B.A.), Applied  
Modern Languages · (1995 - 1999)

Dragos Voda National College  
Baccalaureate/High School  
Diploma, Bilingual (English-French)  
(1991 - 1995)

- Implement locally the thorough deployment of the International Master Agreements assigned.
- Coordinate cross-regional deals with other Ricoh worldwide Operating Companies
- Keeping record of :
  - accurate sales forecast
  - sales results
  - customer service SLA compliance
  - international deals' governance

### Major Accounts' Coordinator (Order-to-Cash Process)

June 2005 - March 2011 (5 years 10 months)

Sant Cugat del Vallès - Barcelona

In charge of a team of 8 to 12 persons, covering the business process for Major Accounts sales orders (excluding credit management)

- Incoming orders' forecast
- Order entry
- Order fulfillment
- Delivery & Installation follow-up
- Incident resolution
- Revenue Recognition policies' compliance
- Ensuring invoicing of the forecasted sales budget for the period
- Reporting KPI's
- Staff dimensioning
- Continuous interaction with the sales directors and several back-office and front-office departments
- Lead internal projects designed to continuously improve order-to-cash processes

### Freelance Interpreter-Translator

Freelance Translator & Conference Interpreter

2001 - 2010 (9 years)

Languages specialist in: Spanish, Catalan, English and Romanian

Interpretation techniques: Simultaneous, Consecutive, Chuchotage, Liaison

- Liaison interpreting within EU interchange programme on Training, Placement and Job Clubs for unemployed people & funding policies (several public & private entities in Barcelona)

- Liaison interpreting for the City Hall of Barcelona (European Union Funding Procedures)
- Liaison interpreting for main Public Hospital in Barcelona (European Union interchange conferences)
- Large volumen and long term translation projects, specialised in the following fields:
  - Technical
  - Law
  - Banking
  - General trade
  - Public healthcare

### Grupo Comsa

Re-location & Bid coordinator, Assistant Int'l Railways' Business Unit  
April 2001 - June 2005 (4 years 3 months)

- Coordinate the re-location process of personnell from Romania to Spain for the Construction Project of the High Speed Railway (Barcelona-French Boarder)
- 1 year further administrative support after re-location process
- Translation & Interpretation over the re-location period (6 months)
- Translation & Interpretation of business meetings + related documents between Romanian companies and COMSA.
- International Railways' Busines Unit - bid support to overseas subsidiaries

### Tele Vision Inc

International Sales Executive - Eastern European Accounts  
October 1999 - April 2001 (1 year 7 months)

Bucharest, Romania & Cannes, France

- Sales, Promotion & Contracts follow-up on the Eastern European Market of TV progamme licences
- Participating at Cannes Film Industry Festival
- Liaising with international worldwide Film & TV Programmes Industry Suppliers

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