

# PARA INGLÊS LER

## ACCOUNT EXECUTIVE FOR IT SOLUTIONS (CRM, CX, QUALITY, HR) WITH STRATEGIC VISION AND A TRACK RECORD OF RESULTS IN MARKET LEADERS

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### PROFILE

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More than 10 years of experience in the Commercial area with a focus on IT, selling innovative CRM, CX, Quality and HR solutions through a comprehensive grasp of:

- ✓ Customer Portfolio Management
- ✓ Customization of Solutions
- ✓ Lead Generation
- ✓ Contract Negotiations
- ✓ Market Mapping (KOLs)
- ✓ Customer Relationship Management
- ✓ Key Account Management
- ✓ Performance Indicators
- ✓ New Customer Prospecting
- ✓ Technical and Business Proposals
- ✓ Requirements Gathering
- ✓ Anticipation of Demands
- ✓ Partnership Development
- ✓ Tool Demos
- ✓ Performance Reports
- ✓ After Sales (e.g. satisfaction survey)

Soft skills: proactivity, entrepreneurial spirit, assertiveness, interpersonal skills at all levels.

Native Portuguese | Fluent English (5-month exchange in the USA in 2015).

### PROFESSIONAL EXPERIENCE

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COMPANY 1 04/2021 - Present

Provider of Workforce Engagement Management (WEM) solutions.

#### **Account Executive**

- ✓ Managed accounts for the sale of Workforce Management, Quality Assurance, Learning, performance, Customer AI and Motivation solutions.

COMPANY 2 02/2019 – 03/2021

SaaS company offering customer support, sales and other customer communications solutions.

#### **Account Executive**

- ✓ Managed accounts for the sale of customer service solutions.

COMPANY 3 05/2018 – 02/2019

Provider of customer relationship management and sales-focused applications.

#### **Senior Business Development Representative**

- ✓ Developed business for Sales, Customer Service, Marketing and Analytics applications.

COMPANY 4 03/2017 – 05/2018

Leading global provider of Human Capital Management (HCM) and Payroll Solutions.

#### **Sales Executive**

- ✓ Prospected customers and sold HR and Payroll solutions.

**PROFESSIONAL EXPERIENCE (CONT.)**

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COMPANY 5 Salesforce Platinum Partner Brazil. <b>Account Manager</b> ✓ Managed the customer portfolio and customized the ordered solutions.	11/2015 – 02/2017
COMPANY 6 Information technology services company. <b>Sales Executive – Oracle Solutions</b> ✓ Prospected for new customers, presented the portfolio, sold all services and products in the portfolio.	08/2014 – 11/2014
COMPANY 7 Outsourcing company of IT professionals. <b>Business Consultant - Outsourcing of Professionals</b> ✓ Performed the custom management of key accounts (including daily visits) to identify outsourcing opportunities and monitor the entire allocation process of IT professionals.	10/2013 – 08/2014
COMPANY 8 Information technology services company. <b>Business Assistant - Microsoft</b> ✓ Provided sales and CRM support for Microsoft solutions.	08/2012 – 09/2013

**ACADEMIC BACKGROUND**

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<b>MBA in Customer Success Management</b> SEDA Executive Education	2021
<b>Executive MBA in People Management</b> IBMEC	2021
<b>Human Resources and Services Management</b> Centro Universitário Ítalo Brasileiro	2013