

# Lini P Mathew



## CAREER SUMMARY

### Experience

6 + Years of Strong experience in Key Account Management, Freight Sales Sea freight, Air freight, Customs Brokerage, Project Services, Warehousing, and Cargo Insurance

### Job Role:

#### Operations / Customer Support / Key Account Management

Ensure the creation and implementation of a strategy designed to grow the business

- ❖ Ensure overall delivery and quality of the units' offerings to customers
- ❖ Engage in key or targeted customer activities
- ❖ Ensure the development of tactical programs to pursue targeted goals and objectives of the organisation
- ❖ Communicate strategy and results to the units' employees
- ❖ Plan, coordinate and manage all business operations
- ❖ Develop strategies to improve overall quality and productivity
- ❖ Schedule regular team meetings to discuss about business updates & issues
- ❖ Respond to employee concerns in timely manner
- ❖ Provide direction and guidance to employees in their assigned job duties

#### Business Development

Maintain and expand customer base by building and maintaining rapport with key customers and identifying new customer opportunities.

- ❖ Onboard new customers and ensure that existing customers receive excellent service
- ❖ Monitor and evaluate the competition's product lines and suggest new products that will help expand business.
- ❖ Prepare reports that provide sales figures to corporate leaders, as well as reports that forecast expected future sales.
- ❖ Provide timely, accurate, competitive pricing on all completed prospect applications submitted for pricing and approval, while striving to maintain maximum profit margin.
- ❖ Maintain contact with all clients in the market area to ensure high levels of client satisfaction.
- ❖ Act as liaison between customer and operations team in order to ensure a high-level of service is provided to customers. Offer insights to operations for ways to drive improved levels of service.
- ❖ Develop and execute sales and marketing strategies and tactics.
- ❖ Participate in trade shows, conferences and customer events.
- ❖ Responsible for terms and accuracy of contracts and proposals submitted to customers.
- ❖ Initiate and coordinate development of action plans to penetrate new markets.
- ❖ Assist in the development and implementation of marketing plans as needed.
- ❖ Control expenses to meet budget guidelines



## EDUCATION

|   |  |
|---|--|
|  | <b>Masters in Business Administration (International Business)</b><br>Gitam School of International Business,<br>Visakhapatnam<br><b>2010 - 2012</b> |
|  | <b>B.Tech in Information Technology</b><br>Vignans Institute of Information Technology<br>(Affiliated to JNTU)<br><b>2005-2009</b>                   |



## PERSONAL DETAILS



+91 9538040940



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English, Hindi, Malayalam



Unmarried



09th January 1987



## CAREER INTERESTS

- ✓ Operations Manager
  - ✓ Key Account Manager
  - ✓ Customer Service & Retention
  - ✓ Customer Support Manager
- @E-Commerce / ITES / IT industries



## SKILLS, ABILITIES & TALENTS

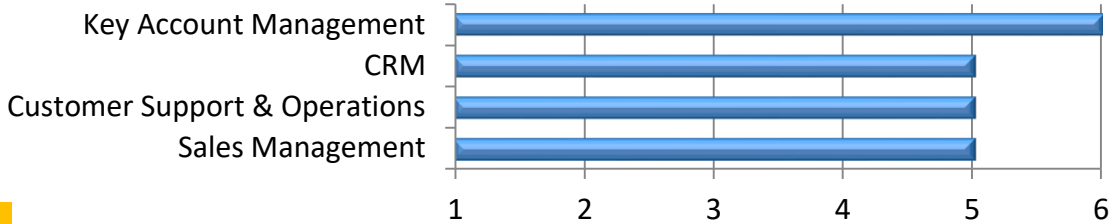
- ❖ Meeting Sales Goals
- ❖ Sales Motivation
- ❖ Presentation Skills
- ❖ Performance Management
- ❖ Building Relationships
- ❖ Negotiation Skills
- ❖ Results Driven
- ❖ Sales Planning
- ❖ Managing Profitability
- ❖ Excellent Written and Verbal Skills
- ❖ Leadership Ability
- ❖ Cooperative
- ❖ Creative



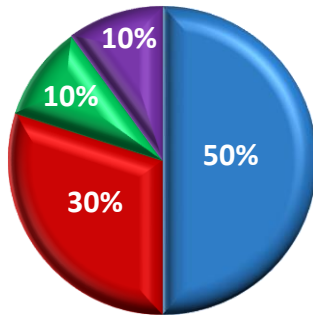
## CORE SKILLS

### Skills

### Years of Experience



## CURRENT ROLE



- Business Development
- Customer Service & Operations
- Pricing
- Sales Support



## CAREER TIMELINE

**Kuehne + Nagel Pvt. Ltd.**  
Deputy Manager – Sea freight Sales

**CEVA FREIGHT (I) Pvt. Ltd.**  
Business Development Manager

**DAMCO India Pvt. Ltd.**  
Sales Executive – Commercial

**aramex**  
delivery unlimited

**DSV**

**M+R SPEDAG GROUP**  
Logistics connecting continents®

Nov'17  
Sep'18

Feb'17  
Nov'17

Jan'16  
Feb'17

Nov'14  
Jan'16

Sep'13  
Sep'14

Apr'12  
Jul'13



**KUEHNE+NAGEL**



Making business flow



stay ahead

**Aramex India Pvt. Ltd.**  
Route Development Manager

**DSV AIR & SEA Pvt. Ltd.**  
Assistant Manager – Sales & Marketing

**M+R Logistic (India) Pvt. Ltd.**  
Assistant Manager – Sales



## SUMMER INTERNSHIP PROJECT

Worked as an intern for Dish TV India Pvt. Ltd. in Kochi. Market Research project on "Retail Audit & Comparative Analysis of Brand Visibility & Availability among DTH Players - Kerala State".



## DECLARATION

All the information mentioned in the resume are correct to the best of my knowledge and belief.

Date:

Place :