

# Laxmi Rai

Senior Account Manager

📍 London, UK

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## Languages

English (Fluent)

Hindi (Basic)

Nepali (Fluent)

## About

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A Senior Account Manager with a proven ability to build and maintain relationship with clients and contractors and also providing with high-quality support overall. With three years of experience in fast-paced environment and managing a Sales team of three. Working closely with the directors to develop effective plans to achieve long-term account and business growth.

### BRANDS WORKED WITH

Generate Fs

Generate FS Ltd

Oxford St

Selfridges & Co - Oxford Street Services

## Experience

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### ● Senior Account Manager

Generate FS Ltd | Nov 2021 - Now

- Building rapport with colleagues and providing excellent customer service to both clients and contractors
- Attended industry shows and networking events to build relationships with new clients and maintain a loyal client base
- Developed and implemented successful strategies designed to increase company awareness, sales and clients.
- Managing and training sales team of 3
- Ensured business and sales growth by proactively cold calling, emailing and visiting leads
- Offered proactive resolutions while driving actionable responses to questions, concerns, or challenges
- Dealing with over 200 contractors in a week
- Handling reports
- Sharing knowledge by reading professional publication with the whole team

### ● Account Manager

Generate Fs | May 2019 - Nov 2021

- Managing agencies from all across the UK
- My main responsibility was to connect and maintain relationship with the consultants as well as the contractors
- Working closely with the directors
- Communicating with new contractors (explaining how we operate)
- Assisting contractors and consultants with further enquires
- Sending out end of the day reports
- Connecting with potential clients by growing, maintaining and leveraging networks
- Recording correct details on CRM system
- Protecting sensitive confidential information
- Growing personal network
- Communicating with agencies / updating consultants
- Maintaining a close relationship with consultants
- Attending events and providing feedback and information
- Using variety of styles to persuade or negotiate
- Supporting contractor care team with payroll / tax code enquires

### ● Retail Operation & Store Approver Administrator

Oxford St | Jul 2018 - Dec 2018

- This enabled me to expand connections and gain more experience & knowledge
- Daily Sales Report for board members & divisional managers
- Compile Sunday trade reports for all directors
- Processing schedule on the Clockwise system for payroll
- Payroll & Overtime sheets update for on-board team members & DM - 4pm deadline
- HR Pack to be sent to relevant area's Sales manager & Department managers
- This pack contains absence report, lateness report & manual clockwise

report

- Creating Induction Pack for new DM/SM (every 2-3weeks) ensuring they meet & greet all
- DM/SM's across the business and understand what their roles are
- Travel/accommodation requests to be booked matching their requests
- Incentive (gift card) requests processed Store Approval
- Store approval forms to be checked (all info to be filled)
- SA forms to be inputted on to MWD related to the brands
- Generate an ID and send it to relevant DM + induction team
- To be sure they attended the induction that was given or to be re-scheduled
- Follow up on any outstanding SA forms
- Keep the tracker up to date

## ● **VIP Consultant**

Selfridges & Co - Oxford Street Services | Jun 2016 - Jul 2018

We take on the responsibility to tailor to our clients' needs ensuring an excellent customer service

- Our clients range is from high profiled people and royal families from across the world
- It enabled me to further improve my organisation skills and also gained respect for other
- Arranging car bookings to their destination
- Handling deliveries within central London
- Assisting with shopping as well as booking appointments with Personal Shopping
- Ordering foods and refreshments e.g
- Restaurants/salons
- Assisting with client's VAT forms
- Ensuring the VIP database is updated