

**CANDY - SHAO MIN JIE**

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Nationality: Chinese (work pass required)

**SUMMARY**

A senior professional with 6 years' experiences in IT industry (SaaS, IaaS & Cloud) and 10 years' experience in FMCG industry throughout Asia and especially GCR

**LANGUAGES:**

Mandarin (Native)

English (Business Proficiency)

French (Intermediate)

**AREAS OF EXPERTISE**

SaaS, IaaS & Cloud

Cybersecurity

CRM

Account Management

Customer Success

Business Development

**EDUCATION**

**May 2016 – Oct 2017**

**Murdoch University**

MBA

**Sep 2013 – Jan 2016**

**East China Normal University**

Bachelor – Public Relations

**Mar 2010 – Sep 2012**

**East China Normal University**

Diploma – Administrative Management

**2022.01 – present    Zendesk, Singapore**

*Zendesk is award-winning customer service software trusted by 200K+ customers. It provides software-as-a-service products related to customer support, sales, and other customer communications.*

**Enterprise Business Development**

***Responsibilities:***

- Driving new business and sales opportunities with prospective customers in enterprise account for GCR
- Research and qualify robust outbound pipeline leads and provide top class of customer experience
- Generate high value pipeline through both strategic and targeted prospecting into enterprise and commercial business
- Conduct high level conversation with senior executives in prospect account
- Solutions provide: CRM system and Customer Service System (well-integrated with WhatsApp, Instagram, Facebook messenger etc...more than 1300+Apps)

**APAC leader for community- Women at Zendesk**

**MVP APAC BDR FY2023 Q1 (280% quota attainment)**

**2017.08 – 2021.09    Service Source, Singapore**

*A global leader in outsourced, performance based B2B growth solutions. Specialist in the cloud/SaaS, software and industrial IoT sectors.*

**Account Manager - Google Cloud**

***Responsibilities:***

- Managing the entire sales cycle: drive opportunities from lead to close and build strong relationship with a large customer base to ensure each customer's success.
- Educate C-level team and senior decision makers on the value of business solutions throughout their adoption cycle.
- Nurture & grow existing client, communicate every challenge into the wider business, uncover the new opportunity and identify new areas of growth and upsell opportunities between client needs and Google Cloud product offerings (GCE, GCS, Big query, GKE, App engine, Cloud SQL, APIs, AI, Big Data, IoT, ML)
- Utilize Google resources and coordinate with different teams to deliver strategic and technical solutions for customer to achieve their business goals.

#### ***Achievements & Awards***

- Top sales performance for 4 years
- Overachieve target by 5% quarterly.
- Mentored junior Account managers.

#### **Renewal Specialist - Symantec**

##### ***Responsibilities:***

- Manage all renewal opportunities through leveraging channel partners and distributors.
- Prospect consistently for up-sell and cross-sell opportunities with channel partners, field account managers and other resources to achieve the sales goals.
- Utilize SFDC, Oracle and other necessary CRM applications to manage and provides accurate forecasting, monitor and report on the health/risk of assigned accounts

##### ***Achievements & Awards***

- Overachieve target by 5% quarterly. GCR renewal revenue increased 20% in 2019
- Mentored junior specialists.
- Promoted to Key strategic account- Google as an Account Manager

**2014.03 – 2016.04**

**Chuan Seng Leong Pte. Ltd (CSL), Singapore**

Industry: FMCG, *A leading distributor and wholesaler in Singapore*

#### **Key Account Manager**

##### ***Responsibilities:***

- Brand implementation, forecasting and revenue performance management for: BRAND'S, Reckitt Benckiser, Johnson & Johnson, APP, Mandom
- Establishing and maintaining multi-level client relationships

##### ***Achievements & Awards***

- J&J sales in key accounts increase by +275 % in 2015.
- Awarded top performer in 2015 for BRAND'S exceptional growth in key accounts.

**2010.05 – 2014.02**

**Yesstar Shanghai Trade Co.,Ltd, China**

Industry: FMCG, *business covering southeast Asia, the UK, Australia, American, Japan, etc.*

#### **Brand Manager**

##### ***Responsibilities:***

- Brands distribution for Fuji film, Morinaga, Hasbro in China market.
- Strategic brand planning for brand image integrity and crisis management, Brand implementation

***Achievements & Awards***

- 3 Fast track promotions throughout a 4-year-period
- Successfully Launched Hasbro 350+sku's in Carrefour, Walmart, Tesco etc
- Successfully launched Morinaga in China – expand 800 POS

**2005.05 – 2010.04                      Azbil Telstar (Spanish Company, Shanghai, China)**

Industry: Pharmaceutical, *engineering projects, life sciences, medicine.*

**Assistant Project Manager**

**Project implemented:**

- Aseptic sterilize installation (GMP EU Classification ISO5)
- Insulin plant (GMP EU Classification ISO4)

GMP Validation: Piping system, HVAC, disinfection, and clean room P3, P4