

Personal Information



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Goal

Sales Director/Project Manager

Professional skills

- Experience as a head of sales, differentiated and achievable solutions
- B2B sales and service experience (national and international companies)
- Experience of negotiating, presenting and influencing all levels of the customer, including executives
- Experience in conducting business negotiations with company executives
- Ability to analyze the information and to make the appropriate decisions
- Ability to resolve conflict situations and find the compromise solutions
- Working experience in project management and project implementation
- Experience in organizing large-scale business events to increase sales
- Experience in sales arrangement from scratch
- Working experience in various business spheres
- Multitasking
- Self-organization
- Active life position
- Punctual, responsible, diligent
- Excellent listening, negotiation and presentation skills
- Strong analytical skills: trend analysis, market monitoring and result tracking
- Strong self-motivation skills

Work experience

LLC "GPK" Neftegaz Ukraine " - August 2019 - present

Position: Head of Retail to key customers and acting. Head of Regional Sales department/Project Manager

- Sales arrangement from scratch
- Tools and material development for sales
- Writing the Technical Specification and CRM launch
- Organization of departments' work in order to fulfill sales target
- Conducting of effective negotiations and conclusion of agreements
- Sales strategy development for customers of all segments
- Improving the sales department interaction with other departments
- Sales team motivation for best results.
- Training and coaching the team on sales methodology and communication skills
- Monthly sales reporting

Key achievements: Sales arrangement from scratch, departments' payback from the first month of work, CRM implementation, motivation launching of all sales participants, starting from 40 million UAH sales per month.

August 2018 - August 2019 - **Terrasoft Company**

Position: Head of Enterprise sales department/Project Manager

- Developing and executing strategic plan to achieve department's sales targets
- Conducting of effective negotiations and conclusion of agreements
- Project implementation control
- Development of a sales strategy for Enterprise segment customers in Ukraine and Belarus
- Working with a team to implement a company's sales strategy
- End-to-end sales management
- Improving the sales department interaction with other departments
- Sales team motivation for best results.
- Training and coaching the team on sales methodology and communication skills
- Monthly sales reporting
- Owning and hitting/exceeding annual sales targets within Enterprise segment of Ukraine and Belarus
- Building and maintaining strong, long-lasting customer relationships
- Leading and managing all day-to-day activities related to the sales
- Driving the sales process from plan to close
- Developing and managing relationships with key stakeholders, both internal and external
- Maintain sales staff by recruiting, selecting, orienting and training employees. As well as counseling and disciplining employees; planning, monitoring and appraising job results
- Reporting and analytics

Key achievements: The conclusion of the largest transaction in Ukraine of \$ 1.5 million, management of 4 complicated and large projects of the company, participation in the organization of a business event at the Sports Palace (more than 3000 people). Recruiting 2 international integrator partners.

April 2017 - August 2018 - **Vodafone MTS Ukraine**

Position: Head of National Clients department

- Team building
- Building a department work system
- Sales organization
- Task setting and implementation monitoring
- Negotiating at the level of top officials and business owners
- Staff recruitment and training

- Interactions with other units
- Employees motivation
- Defining contact and account quality standards, defining processes and data acquisition strategies for sales and service department
- Developing and managing relationships with other departments

Key achievements:

Transfer of the largest client from the competitor (22 thousand subscribers), overachievement of sales target, organization of business events to increase sales, development and launch of new tariffs for national customers.

July 2015 - April 2017 - Vodafone MTS Ukraine

Position: Leading Key Account Management Expert

- Organizing and maintaining sales activities of the team
- Organization of work on maintaining, analyzing and systematizing the client base
- Interactions with other units
- Help in finding new clients
- Employees motivation
- Negotiating with company executives
- Reviewing sales performance
- Negotiating contracts
- Aiming to achieve monthly or annual targets
- Developing and managing relationships with other departments
- Actively seek out new sales opportunities through cold calling, networking and social media

March 2011 - July 2015 - MTS Ukraine

Position: Key Account Expert

- Conducting negotiations, presentations, sale of mobile and fixed communication services
- Development and approval of commercial offers
- Participation in tenders for communication service purchasing
- Maintenance of a separate subscriber base
- After-sales service for key customers
- Ensuring high levels of customer satisfaction through excellent sales service
- Assess customers' needs and provide assistance and information on product features
- Follow and achieve department's sales goals on a monthly, quarterly and yearly basis
- Acquisition of new customers

December 2010 - March 2011 - MTS Ukraine

Position: Business Subscribers Expert

- Negotiations, presentations and sale of mobile services
- Development and approval of commercial offers
- Participation in tenders for communication service purchasing
- After-sales service for business clients

February 2010 - December 2010 - Travel Company "Relax Tour"

Position: PR-manager, advertising specialist

July 2008 - November 2009 - Casino "OASIS"

Position: PR- manager

June 2007 - August 2007 - Galactic Insurance Company

Position: Office-manager, assistant

Education

2006 - 2011 **Academy of Municipal Administration**

Specialty: Finance

2016 **StarTup Ukraine School**

Course: Creating of your own business

2019 **School of business coaching**

Course: Systematical coaching in organization

Trainings and conferences attended

"Effective customer acquisition"; "Skills Development for effective customers acquisition"; "Team building"; "Work with a difficult customer"; "Mentoring"; "Time Management"; "Effective business communications"; "Sales Steps"; "Stress Management" - MTS Ukraine

"Public speaking" - Dmitry Malinochka

"Tough Talks" - Natalya Baikalova

"Change Management" - Yury Kravchenko

"Public performance" - Victoria Shatskaya

"Basic management skills" - Julia Kirilyuk

Talents Brain Battle 2016 - "Global Management Challenge"

Turn on yourself. NUMBER1 - Igor Mann

"Career Guidance" - Natalia Baikalova

"GTD Basis" - GTD in Ukraine

Skills

- Russian - fluent
- Ukrainian - fluent
- English - Intermediate
- MS-Office (Word, Excel, Access, Power Point), Lotus Notes, (Prod6(Customer Care, Customer Administration), SAP (finance system, CRM productive).