



MARIA SINKEVICH

INTRODUCTION

I'm the voice of the customer. I'm passionate about understanding customer needs and bridging gaps between what they want to achieve and what the product can deliver. I desire to help customers be successful with the products and services I represent.

PROFESSIONAL SKILLS

Negotiator
Problem solver
Social and Soft skills
Strategic Mind
Explaining in easy words
Analyze Data
Team Player
Voice of Customers

CONTACT DETAILS

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TOOLS

GOOGLE-SHEET/PRESENTATION/DOCS/DRIVER
JIRA
HUBSPOT
NOTION
SLACK
LIVECHAT
MAXMAIL
INTERCOM

LANGUAGES
ENGLISH (FLUENT)
POLISH (FLUENT)
BELARUSIAN (NATIVE)
RUSSIAN (NATIVE)

MINTDATA

Platform Evangelist, 2019- 2020

I was responsible for managing relationships with high-touch private and corporate clients.

- - First touch and onboarding process
- - Ongoing engagement and communication with customers
- - Presentations and demonstration of new product features and functions
- - Presenting POCs and making mock-ups
- - Account management and getting feedback

Mostly I worked for the US and MENA markets. I also developed, strategies, e-mail campaigns.

N.RICH

Customer Success Manager, 2018 - 2019

I managed online campaigns and did analytics on their performance directly to B2B clients.

Onboarding, making and sending reports to customers.

Serve as the primary post-sale point of contact for about 10 accounts to develop strong customer advocates at all levels of the organization.

Provide proactive ABM best practice, strategy and use cases to drive adoption of the N.RICH Platform and to help achieve customers' goals.

Identify growth opportunities within client base and work with new business teammates to achieve growth goals.

I also had a team of three colleagues and was responsible for achieving their KPIs, making reports on their job, helping them when necessary.

Business development, International Key Account Management, helping marketing and sales to improve their collaboration, MarTech, SaaS.

MTZ HOLDING (COMPACT TRACTORS BRANCH)

Customer Success Manager, BizDev, 2016 - 2018

- Lead generation, negotiations with MTZ dealers and representatives in different countries, mostly African countries and other far-abroad countries, preparing contracts, meetings with CEOs of agriculture companies, going to business trips, having meetings with general directors and promoting tractor equipment, communication regarding prices, contacting so-called "difficult" clients and completing transactions. Translating contracts, commercials, press-releases, writing articles and reports, interpreting while negotiations. Representative of the plant at business forums, in composition of the Belarusian delegation during official visits to African countries. Cold calling, cold emailing, follow-ups. Preparing and making all documents and contracts (invoices, contacts with banks, checking bank accounts on receiving and accepting money).
- Have entered two new markets for the enterprise that are official dealers now.

LOGIC WAY

Business developer/Sales manager, 2014 - 2016

- Lead generation, communication with prospects, creating ads (https://pbs.twimg.com/media/CTXJ7p_XIAA9Dbl.png), translating technical requirements/CVs/documents, interpreting business talks, assistance during conf calls, cold emailing, cold calling, generation new ideas regarding SMM and extraordinary lead-up.
- Solving all problems and preparing the docs for obtaining a visa to Belarus. Arranging guided tours and agenda for my customers.