



JOB DESCRIPTION	
ROLE	SENIOR ACCOUNT MANAGER
EMPLOYMENT TYPE	PERMANENT
REPORTING TO	HEAD OF SALES
DEPARTMENT	SALES – ACCOUNT MANAGEMENT

ABOUT THE ROLE

As a Senior Account Manager, you will oversee a portfolio of key clients, drive new business opportunities, and build strong, long-term relationships with stakeholders. Your role will focus on achieving personal sales targets and contributing to the company's overall objectives by providing tailored solutions that enhance customer satisfaction and foster client loyalty.

WHAT ARE YOUR RESPONSIBILITIES

- Act as the primary point of contact for managing all client account matters.
- Develop and maintain trusted relationships with clients, ensuring their long-term success.
- Identify and pursue new business opportunities with existing and potential clients.
- Negotiate contracts and close deals to maximize profitability.
- Collaborate with cross-functional teams (e.g., Customer Service, Product Development) to ensure the timely and effective delivery of solutions aligned with customer goals.
- Prepare and present regular progress reports to internal and external stakeholders.
- Forecast and monitor key account metrics such as monthly sales performance and annual targets.
- Assist with resolving client concerns or escalated issues, ensuring a positive experience.

EDUCATION

- Diploma or Degree in Business Administration, Computer Science, Information Technology, Engineering, or a related field.

REQUIREMENT

- A minimum of 5 years of experience in a similar role
- Proven track record in account management, sales, or related roles within the system integration industry.
- Strong ability to influence and communicate effectively with stakeholders at all organizational levels, including executive and C-suite.
- Demonstrated success in delivering client-focused solutions tailored to customer needs.
- Excellent multitasking, negotiation, and presentation skills, with a keen eye for detail.
- Strong verbal and written communication skills in English; proficiency in Mandarin is a plus for managing China/Hong Kong-based clients.
- A Mandarin speaker is preferred for handling customers from China and Hong Kong.

LANGUAGE PROFICIENCY

- Mandarin or Cantonese is an advantage
- English
- Bahasa Malaysia

SALARY RANGE

Up to RM10,000.00 (subject to years of solid experience in the similar role/industry)