

# Fred Éclair

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## Profile

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- Skilled Client Relationship Manager with over 8 years broad experience in major financial service firms and the technology sector.
- Builds strong working relationships with clients, can elicit their needs and mobilise the firm's resources to deliver an appropriate solution.
- A strong track record of implementing client facing technology, training, troubleshooting and managing challenging groups of clients.
- Communicates complex ideas in a straightforward way. Is able to understand the audience and tailor her message accordingly, both face to face and when authoring.
- Works well with internal teams, and is adept at providing and eliciting support across the firm.
- Looking to deepen his relationship management skills in a major financial institution.

## Career History

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**Cheese Bun IB**

**May 2006 – October 2011**

***CPEAS Client Experience Manager***

***September 2009 – October 2011***

- Managed all aspects of usability for the firm's post trade portal, CPEAS, covering 13 products within the Investment Bank, with approximately 15,000 active users.
- Elicited feedback from the business on client requirements. Visited over 150 client organisations to directly receive feedback and build a picture of the market.
- Provided guidance and advice on both 'look and feel' and functional behaviour to Technology to determine how best to build and deliver the front end.
- Ensured that four cycles of development adhered to industry and technology standards, client requirements, business flows and core processing technology (GL, ClearVision and GMI).
- Managed two production cycles of the Sales Demo. Decided on its functionality to ensure it demonstrated the key sales points.
- Managed the offshore vendor to achieve delivery to cost in a challenging 1 month timescale.
- Oversaw the end to end production of online tutorials including text and story board, and project managed the vendor and delivery to time and budget.
- Managed all aspects of written collateral, including user guides and release notes.
- Worked closely with the Marketing Team on the creation of marketing collateral.

***Senior UK Relationship Manager, Client Solutions***

***May 2006 – August 2009***

- Managed the onboarding and smooth transition of ~100 new clients per month, for average sales revenue of £6K per client.

- Successfully implemented the firm's trading and clearing systems at ~30 client sites. Oversaw all aspects from resolving any technical issues, through training, rollout and bedding down.
- Managed the ongoing client relationships ensuring that the firm's business and technology solutions met and exceeded the client's requirements.
- Active involvement in the development of our technology solutions

### **Fingers Sausage Solutions**

**September 2002 – April 2006**

Sales and Marketing Manager

- Managed the complete sales and marketing process for this niche technology firm, offering tactical technology developments for SMEs using their existing Microsoft platform.
- Managed a portfolio of 20 clients across the finance and service industries, with an average annual sales of £100K.
- Achieved over 80% client satisfaction level for the development offered, and over 90% for support.
- Oversaw the migration of 15 client solutions to web front ends, achieving an average cost saving for the client of 30% and increased engagement of their mobile workers.

### **Orange**

**January 2002 – August 2002**

Sales Advisor

- Elicited customer needs, demonstrated appropriate models and closed the sale for clients visiting the Orange shop.
- Consistently ranked as one of the top 3 sales people in the area.
- Processed contracts, fielded customer queries and complaints and resolved issues efficiently, achieving over 885 customer satisfaction in feedback.

### **Travelling – South East Asia and India**

**September 2001 – December 2001**

### **Professional Development and Education**

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Ongoing	Member of the Chartered Institute of Marketing and undertakes regular CPD	
2010	Managing Client Relationships	Vertical Horizon Training
2008	Designing Usable Interfaces	Facetech Solutions
2006	Professional Diploma in Marketing	Chartered Institute of Marketing
1998 – 2001	BA Marketing	University of Northampton
1992 – 1998	3 A Levels, 9 GCSE	Northampton High

### **Interests**

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- I play Ukulele in a band, regularly appearing at venues in London and occasional festivals.
- I set up and run the UKUK, the UK Ukulele forum on Facebook which has over 700 members.