

# Alounseng Phongmany

## Business Development Executive

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A passionate, customer-focused leader with a demonstrated history of 9 years of operating experience in International Banking Institution and a Petroleum Company. A history of building new territories, establishing and cultivating relationships to secure business commitments. Furthermore, with an excellent communicator, an aptitude for identifying critical drivers and structuring solutions to gain revenue through trilingual with fluent verbal and written skills in Lao, English, and Thai languages. On the other hand, I have been helping businesses with process optimization and business management as well as being a key team member with strong leadership and the ability to work under pressure. Also, I have experience in dealing with different cultures and nationalities.

## Work History

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**2020-02 - Current**

### **Business Development Executive**

*Miracle Lao Trading Sole Co., LTD, Vientiane, Vientiane*

- Oversee the sales process to attract new clients.
- Work with senior team members to identify and manage risks.
- Maintain fruitful relationships with clients and address their needs effectively.
- Research and identify new market opportunities.
- Prepare and deliver pitches to potential investors.
- Foster a collaborative environment within the organization.

**2019-08 - 2020-02**

### **Business Development Manager**

*Petroleum Trading Lao Public, Vientiane, Vientiane*

- Researching organizations and individuals to find new opportunities.
- Contacting potential clients to establish rapport and arrange meetings.
- Increasing the value of current customers while attracting new ones.
- Developing goals for the development team and business growth and ensuring they are met. - Finding and developing new markets and improving sales.
- liaise with the finance team, warehousing and logistics departments as appropriate
- Work strategically - carrying out necessary planning in order to implement operational changes

**2019-03 - 2019-08**

### **Sales and Marketing Manager**

*Petroleum Trading Lao Public, Vientiane, Vientiane*

- Day to day management of the sales team ensuring they are on track for achieving KPI's. - Meeting dealers on daily basis and helping them in finding customers.
- Responsible for coordinating with the existing dealers of the company.
- Reporting on activities towards targets to the company directors.
- Help develop and implement strategic sales plans
- Deliver sales presentations/proposals to prospective clients with a successful closing rate - Assisting with sales/marketing and advertising campaigns
- Overseeing all marketing activity and ensuring it fits with the marketing strategy

**2018-09 - 2019-02**

### **Logistic Analysts Manager**

*Petrotrade Puma Energy Import-Export, Vientiane, Vientiane*

- Implement and monitor HSSE protocols, processes and initiatives to meet regulatory requirements and HSE needs of the client account while ensuring that the highest quality of safety and service is provided and is in compliance with laws, provincial and municipal regulatory requirements and established departmental policies and procedures
- Manage and coordinate all supply and logistics operations in the Petrotrade Puma Energy Distributions
- Ensure that partnerships satisfy the current and future strategic, commercial, and operational needs of both parties, including agreements on an optimized cost structure, and safe care and custody
- Provide direction and leadership to a diverse team and is accountable for ensuring compliance with all policies, procedures, and processes to support the materials management group across the enterprise.

**2015-10 - 2018-08**

### **Electronic Banking Services (VISA& MASTERCARD) SUP**

*ANZ Bank Lao LTD, Vientiane, Vientiane*

- Analyze chargeback volumes, developing strategies to ensure all chargeback recovery opportunities are utilized
- Resolve inquiries originating from incoming cardholders, credit unions, and all escalated cardholder inquiries for Contact Center Representatives and other Disputes Representatives, involving credit/debit cards and disputes.
- Review, analyze and monitor risk management and fraud research reports to determine suspicious card activities on members' cards or accounts to minimize loss exposure to the Bank.
- Maintain knowledge of Regulation, MasterCard/Visa rules and regulations.

**2013-11 - 2015-10**

### **Electronic Banking Services (ATM & Card Embossing)**

*ANZ Bank Lao LTD, Vientiane, Vientiane*

- Promote product awareness through analysis of client needs and proactive distribution of marketing material.
- Communicate ATM Roll out project status to department head via written and verbal reports.
- Develop improvements in the ATM system by suggesting and documenting new

procedures and suggesting ATM system enhancements.  
are not met

2011-04 - 2013-11

### **Electronic Banking Services (ATM Reconciliations &**

*ANZ Bank Lao LTD, Vientiane, Vientiane*

- Manage the Cash Management Officer and assist with the sales and delivery of electronic banking services.
- Assisting ANZ Singapore with ATM MIS reports
- ATM Cash reconciliation
- Assists the immediate supervisor with various administrative tasks to support Documents daily ATM volumes and compiles reports; processes corrections.

## **Education**

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2001-01 - 2004-01

### **No Degree: Middle School**

*Simon Baruch Middle School 104 - New York, New York USA*

2004-01 - 2005-01

### **No Degree: High School**

*Bayard Rustin High School For The Humanities - New York, New York USA*

2005-01 - 2007-06

### **High School Diploma**

*Elgin High School - Elgin Illinois, USA*

2007-01 - 2009-01

### **Associate of Arts**

*Elgin Community College - Elgin Illinois, USA*

2010-01 - 2015-03

### **BBA**

*Lao-American College - Vientiane Capital, Lao PDR*

## **Languages**

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Lao



English



Thai



## **Skills**

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- Strategic Planning



Very Good

- Business process improvement



Very Good

- Project Scheduling



Very Good

- Communication Skills



- Computer Skills



Business Development

## Reference

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Aditta Kittikhoun

Senior Partner

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