

Paul Raine

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Senior Account and Management Specialist

Key Decision Maker in Mission-Critical International Telecommunication Account Initiatives

Thorough Knowledge of the Consultative Sales and Support Process

High-impact and results-driven management professional with successful and widespread experience in all aspects of administration, sales, technical, supply chain and operations in the telecommunications sector. Skilled at analyzing business requirements and translating business needs into comprehensive strategy, road map, and implementation plans. Point person to resolve matters and problems in seemingly unresolvable business situations. Strong influencer and relationship builder amongst c-suite executives, government officials, thought leaders, and key stakeholders.

Acknowledged for capacity to inspire, achieve consensus, mediate and deliver predefined goals despite a diversity of personalities and precarious situations. Adept at managing multiple tasks and isolating and resolving problems.

A poised, polished, and articulate speaker, presenter of ideas, and leader.

- Proven capacity to clearly and effectively communicate to audiences from a variety of cultural, educational, and economic backgrounds.
- Strong background as a leader galvanizing teams to embrace a singular vision and oneness of purpose; lauded for making staff training and mentoring a high priority.
- Robust history in delivering complex projects on-time and within budget despite shifting priorities, demanding expectations, and stringent deadlines.

Highly regarded for delivering superior customer service and for cultivating an atmosphere that encourages colleagues to do the same.

Professional Experience

On-going Career Development | January 2019 – Current

Business Consultant and Coaching - Lebanon

Business advisory services initially targeting start-ups, covering knowledge share and advice on potential business-related pain points, through both business strategy development and marketing strategy development. Currently engaged in Professional Diploma in Digital Marketing, and Excel Data Analyst certification. Beta testing with friendly client.

Hiatus from February 2018 to re-locate family to Lebanon

ERICSSON AB | January 2006 – January 2018

Senior Account Manager / Branch Office Manager – Rwanda (February 2009 – January 2018)

Develop and maintain must-win relationships with c-level executives, government officials, and diplomatic staff in support of their respective telecommunication services. Optimize account and extended team performance to achieve account targets in low ARPU environment. Responsible by proxy for all country management duties.

- Enhanced organization addressable footprint and maintained 100% market share during tenure.
- Grew sales year on year on average 10%
- Responsible for account planning, strategy, customer knowledge base, sales, meeting financial and strategic objectives
- Acted as interim Managing Director and Country Manager until new Director's arrival in 2016.
- Led commercial, technical and operations team.
- Instituted knowledge transfer to employees and mentoring of team
- Contact point for all branch office legal, tax, regulatory, security, facilities, communication and account issues and resolution
- Developed business opportunities in Zambia
- Oversaw Ericsson's first IMS to Charging System deployment (fixed/mobile), the first global Ericsson Charging Wallet deployment (mobile money), and Converged Billing and Charging (postpaid/prepaid)

Senior Account Manager – Uganda (January 2006 – January 2009)

Assisted Key Account Manager in setting account strategy. Managed account financials, orders, and deliveries. Marketed new product lines and negotiated sales contracts. Instituted knowledge transfer to employees.

- Acted as interim Key Account Manager and Branch Office Manager in their absence.
- Led commercial, technical and operation teams.

ERICSSON SA (PTY) LTD. | February 1997 – December 2005

Sales Manager – Rwanda (December 2004 – December 2005)

Professional Experience

Assisted Key Account Manager in setting account strategy. Managed account financials, orders, and deliveries. Marketed new product lines and negotiated sales contracts. Formulated new business proposals. Developed forecasting reports.

- Served as point-of-contact for tenders and proposals.
- Ensured customer satisfaction improvement and improved ways of working.

Assistant Sales Manager - Cameroon (April 2001 – November 2004)

Assumed short-term assignment (2003/2004) to manage commercial domain of account. Hired employees and instituted knowledge transfer and Core-3 processes. Assisted with branch office establishment.

Project Administrator (May 1999 – March 2001)

Managed the development and maintenance of project structure file, stock database, transfer price file, SCALA system for Global Customer Unit. Assisted in process control and project status reporting.

Took hiatus from July 1998 through April 1999 to travel abroad.

Human Resources Officer (January 1998 – July 1998)

Maintained communication with department line managers regarding resource requirements. Advised line managers on salary trends for vacant positions. Prepared and distributed internal advertisements for vacancies. Researched and wrote job specifications. Communicated resource requirements to employment agencies and other institutions. Conducted preliminary interviews and shortlisting candidates. Arranged follow-up interviews with candidates and line management. Generated and maintained company employee profile records. Ensured company remained on-track to achieve governmental requirements in terms of employment equity. Coordinated and assisted in presenting various training programs. Served as Human Resource Representative at disciplinary hearings and grievance procedure meetings. Designed and updated human resource documents. Acted as Salaries Administrator when required.

Originally hired in February 1997 as an Administrative Assistant – Salaries.

Additional Internal Memberships

Member of Branch Office Management Team

Directing and managing branch office operations

Member of OHS Committee

Chaired the OHS committee in line with OHSAS 18001

Member of CMTF Committee

Chaired the Ad-Hoc CMTF (Crisis Management Task Force) committee

Member of 2002 SAP/MUS Implementation Team

Defined user requirements, business processes, scripts and training on Sales and Distribution Module

Education & Professional Development

Business Management Diploma | South African Institute of Management

Coursework in Management Principles, Business Communication, Business Accounting, Human Resource Management Principles, and Marketing Management Principles

Non-Degree Courses | University of South Africa

For credit coursework in Accounting III, Auditing II, Commercial Law II, Economics, and Income Tax II

Other

Political Economy of Institutions and Development by Universiteit Leiden on Coursera. Certificate

Fundamentals of Quantitative Modeling by University of Pennsylvania on Coursera. Certificate

Introduction to Spreadsheets and Models by University of Pennsylvania on Coursera. Certificate

Decision-Making and Scenarios by University of Pennsylvania on Coursera. Certificate

Modeling Risk and Realities by University of Pennsylvania on Coursera. Certificate

A Crash Course in Data Science by Johns Hopkins University on Coursera. Certificate

Building a Data Science Team by Johns Hopkins University on Coursera. Certificate

Managing Data Analysis by Johns Hopkins University on Coursera. Certificate

Data Science in Real Life by Johns Hopkins University on Coursera. Certificate

Microservices - Fundamentals by IBM on Coursera. Certificate

Governance and Policy Advice on iVersity. Certificate