

Contact

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Top Skills

After Effects

PHP

MySQL

Languages

Swedish

Norwegian

Danish

English

Certifications

Performance Coaching

Situational Leadership

Niklas Nohrs

More than just a coffee drinker and pencil pusher.

Sveg

Experience

Sykes Enterprises, Incorporated

Account Manager

March 2017 - Present (5 years 1 month)

Sveg, Sweden

SYKES

6 years 7 months

Account Manager

January 2014 - April 2016 (2 years 4 months)

Sveg, Sweden

Responsible for the day by day management of an end user and dealer support including technical and inbound sales for the Nordics.

Responsible for accurate budget, forecasts and Statement of Work (SOW) creation. Operational control of Client's Nordic support and sales teams. Achieve and exceed Client KPI such as service levels, abandon rates, customer satisfaction indicators (Net Promoter Score/NPS), revenue and margin, implement and maintain action plan structure.

Function as a link and contact between Client and company. Develop and maintain partnership to increase Client satisfaction. Accountable for team leads performance by coaching, setting objectives and development plans as well accountable of recruitment of the staff.

Managed organization:

1 x Supervisor

1 x Quality Manager

1 x Liaison Officer

1 x Mentor / Trainer

24 x Multilingual technical / sales support staff

Sr. Supervisor

June 2013 - January 2014 (8 months)

Sveg, Sweden

Reporting to: Account Manager

Key responsibilities include:

- Managing team member performance by coaching members, creating and maintaining development plans, conducting performance appraisals, plan the regular feedback to staff of their performance, recommending training to reach adequate level of knowledge and encouraging individual employee participation in decision making.
- SOE – Adhere to the SOE-process that includes daily checkpoints, weekly agent PEP and other areas of coaching.
- Responsible for attaining team level productivity goals.
- Measures and track team performance against established goals.
- Motivate and strengthen the team work within different teams.
- Identifies corrective actions to resolve problems.
- Communicate company policy and procedure to staff and ensure that they adhere to these.
- Monitor and analyse trends to ensure continuous improvement.
- Collaborate with other Supervisors to resolve cross-team problems, issues and needs.
- Complete, maintain and process daily, weekly and monthly records.
- Schedules, coordinates and facilitates team meetings.
- Present monthly Operational Business Reviews.
- Client contact.
- Planning the employee's schedule, manage vacation requests and other types of leave.
- Function as Account Manager back-up when needed.

Supervisor

September 2010 - June 2013 (2 years 10 months)

Sveg, Sweden

Reporting to: Account Manager

Key responsibilities include:

- Managing team member performance by coaching members, creating and maintaining development plans, conducting performance appraisals, plan the regular feedback to staff of their performance, recommending training to reach adequate level of knowledge and encouraging individual employee participation in decision making.

- SOE – Adhere to the SOE-process that includes daily checkpoints, weekly agent PEP and other areas of coaching.
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- Schedules, coordinates and facilitates team meetings.
- Present monthly Operational Business Reviews.
- Client contact.
- Planning the employee's schedule, manage vacation requests and other types of leave.

Support Specialist

October 2009 - September 2010 (1 year)

Sveg, Sweden

Reporting to: Supervisor

My assignment was mainly to answer various questions from end users by phone, mail and chat sessions and to answer B2B by phone and mail consisting of electronics devices factored by Samsung Electronics, such as:

Mobile phones and televisions

Home entertainment systems such as: -DVD -blu-ray player -home cinema -mp3 & digital audio -camcorder.

IT & Business such as: -notebook computers -monitors -projectors.

Print solutions such as: -color printers -mono printers -faxes -color multi function products -mono multi function products -supplies & options.

Home appliances such as: -refrigerators -washing machine -microwave (MWO) -oven -vacuum

Education

Århus Erhvervsakademi

AP Graduate, Multimedia Design and Communication · (2007 - 2009)

Tradium

Student, Business · (2003 - 2006)