



Horacio Hernandez Segura

Business Administration



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Professional Certificate 3033265

WORKING EXPERIENCE

March 2022 – up to date

Anequim/Blue Fox Properties - Leasing Support Specialist.

Responsible for generating publicity for available properties, "move-ins" process for each new tenant and maintaining a close relationship with the Client Relations Managers.

Responsible for generating and monitoring contract renewals until they come to an end, negotiating with the tenants the terms and conditions. North American company, communication entirely in English, remote employment, 100% Home Office.

Achievements: 90% of lease renewals and 100% marketing for new properties in different web pages.

April 2021 – March 2022

Valle de los Angeles - Sales Coordinator

Lead a group of sales representatives to achieve goals in prospecting new customers and immediate closing sales, follow-up in negotiations with high-profile clients, and report to the executive manager the achievements on a weekly and monthly basis. Recruitment and training of new sales staff when needed, Puebla, Mexico

Achievements: formation of a new sales group reaching 100% of the goal.

April 2018 - June 2019

Rentohouse Real Estate Franchise Lux Ta'anaj - Commercial Manager

Lead a real estate franchise in the State of Yucatan and Cancun, Mexico promoting different investment opportunities. Search, negotiate, and close negotiations of various properties for rent, sale and administration, as well as support potential investors in their search. / Yucatán, Mexico

Achievements: Initiate my own bussines that last 2 years.

August 2009 – January 2018 AT&T México / Nextel México

July 2016- January 2018 Sales Regional Manager for Peninsula Area, Corporate Clients

Lead a team of Key Accounts Executives in the area, which are in charge to negotiate and close contracts for corporate and large accounts. Increase new contracts, negotiate special conditions according to the prior analysis of each client. Keep a high standard of customer satisfaction and maintain high standards of KPI's.

August 2009- July 2016, AT&T México Senior Regional Coordinator

Lead a team of Diamond Executives in the southeast region to carry out contract renewals for the most important clients of the company. Maintain customer satisfaction through responding and solving all customer requests and requirements. Maintain a low cancellation percentage (Churn). Time management and planning of activities to be effective and productive in achieving objectives. Promote an open communication environment with all collaborators and clients.

Achievements: Lease renewal of the most important client in the peninsula area. Maintain the revenue above average.

January 2007- July 2009

AUNDE México (automotive industry) - Key Account Manager

Customer service to national and international clients, follow up releases and purchase orders, follow up to shipments, sales of fabrics, negotiations with purchasers of important industries like: GM, Volkswagen, Faurecia, Jonhson Controls, Irvin (Takata group) Intier Automotive Systems, etc. Textile Automotive Industry.

Bilingual job (English-Spanish)

Puebla, Mexico

October 2003- November 2006

BETTER LIGHT S.A DE C.V.

Starting position: Division Supervisor

Last position: Training Manager

Supervise and control the sales force in Mexico to increase sales and achieve a good level of quality as required by the customer, developing of manuals and training programs as well as give solutions to problems that could compromise the sales.

Achievements: the training program developed increased the sales by 80%.

2002-2003 Hospitality Marketing Concepts (Canadian Company)

Program Manager

Lead a team of 25 telemarketers, search and apply new sales techniques, interview and training of personnel, financial and materials management.

Achievements: I developed sales techniques that increased sales by 100% in 6 months.

Country: Peru, city of Lima.

Courses & Seminars

- Certified in Neuro-linguistic programming – 8 months duration
- Certified in Coaching & Leadership – Nextel University
- Certified in Transforming Leader – Nextel University
- Essential Elements in Negotiation- Nextel University
- Face to Face Sales Skills.
- Telemarketing Sales Techniques.
- Effective Time Management- Nextel University
- Attraction and retention of human talent.

Skills

- English spoken
- Advanced sales and negotiation management/Gestión avanzada de ventas y negociación
- Effective Communication Skills
- Customer Service
- Conflict Resolutions
- Project Management
- Decision Making