

# PATRICK KUFFOUR

SALES | PEOPLE MANAGEMENT | LEADERSHIP | CUSTOMER EXPERIENCE | IT & PROJECT MANAGEMENT

## SKILLS

Planner  
Strong Presenting Skills  
Public Speaking  
Assertive and Confident  
Collaborative and Communicative  
Performance Analytics and Review  
Project Management  
Escalation Management  
Great Active listening skills  
Contracts Review  
Portfolio and Account Management  
Salesforce.com and CRM Professional,  
Google Suite, Microsoft Office  
Highly Motivated with Leadership Skills  
Coaching Nature  
Energetic  
Reliable and Professional  
People management & Team player  
Professional Negotiation Skills  
Time management  
Organizational & Multi-task Skills  
Strategist

## CONTACT

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## SOCIAL

<https://www.linkedin.com/in/patrick-kuffour-1202b875>

## EDUCATION

MBA - Specialization in Management of Information Technology, and Business Strategy

Ashford University | 2018 - 2020

Bachelor of Science - Double Major in Management & Marketing. Minor in Communication

Lasell University | 2011 - 2015

## VOLUNTEER EXPERIENCE

Newton South High School PTSO - Fundraising committee member

## ABOUT

Patrick is an experienced leader with vast experience in consulting, people & team management, project management, marketing, improving user & customer experience, B2B, B2C and Enterprise sales. With more than 10+ years of experience, he has mastered skills to lead teams for success, engage and build rapport with c-level executives to stay on tasks, delegate and manage projects. As a seasoned leader, Mr. Kuffour is proficient in capturing trends to successfully support cross-functioning teams to drive and increase revenue. He is analytical with skills to provide insights that influence work culture, services, support & sales. Backed with an MBA in business strategy and management, he has enhanced elevation in personal and team leadership, client engagements, understanding consumer behavior and improving the customer experience. Currently, Patrick continues to lead a role with T-Mobile Inc and is part of the National Enterprise Executive Team that supports fortune 1000 companies across North East, USA.

## WORK EXPERIENCE

### ENTERPRISE EXECUTIVE

T-Mobile Wireless | 2021- Present

- Lead quarterback on project management and developments
- Focus on Fortune 1000 companies + Businesses with over 1000 employees
- Work with an entire team to discover, consult, generate solution and help innovate or solve any business challenges for companies.
- Initiate, develop and maintain relationship with key personnel at C-level within the specified territory or industry.

### MAJOR ACCOUNT EXECUTIVE

T-Mobile Wireless | 2020- 2021

- Focused on Medium Businesses with less than 1000 employees
- Devised plans to solve problems and gain new business.

### SMALL & MEDIUM BUSINESS ACCOUNT EXECUTIVE

T-Mobile Wireless | 2016- 2020

- Focused on Small & Medium Businesses with less than 500 employees
- Developed ongoing relationship with 12 Retail stores through training and support

### BUSINESS DEVELOPMENT MANAGER/CONSULTANT - (UNITED KINGDOM - LONDON)

Joos (Previously "ChargeBolt") | Sep 2019- Jan 2021

- Oversaw multiple touch points including sales, business development, project management, marketing and I hired and trained an internal sales team for the company.
- Implemented & reviewed client surveys to influence decision making and trends.
- I designed the Online Sales Platform called "BOS" (Bolt Online Sales) to create awareness and drive new business growth.
- Assisted in raising funds for the business, managed communication with investors and forecasted goals for the company.

### ASSISTANT RETAIL MANAGER

AT&T Inc. | June 2014- Nov 2016

- I helped increase the employee engagement ratio by 40% during Q3-Q4 of 2016
- Observed all aspects involved in the daily operation of a retail store, from assisting with merchandising and product launches to help meet and exceed sales objectives.
- Managing a team of staffs through analyzing performance reports and enhancing their sales strategy through personalized side by side assistance and training.

### ASSISTANT RETAIL MANAGER

Sprint Wireless | Sept. 2012- June 2014

- Modeled team commitment by meeting deadlines; and by being cooperative, collaborative, and flexible.
- Handled client escalations and trained employees on how to manage the customer life cycle in the retail store.

### CUSTOMER EXPERIENCE

Staples | Sept. 2010- June 2012

- Manage and track all customer feedback implementations and enhancements
- Develop and execute a consistent customer satisfaction strategy