

# Gustavo Amorim

Key Account Management |  
Strategic Client Development

## Contact

### Address

São Paulo, SP, 04524-000

### Phone

416-887-0276

### E-mail

[gustavo.businessca@gmail.com](mailto:gustavo.businessca@gmail.com)

### LinkedIn

<https://www.linkedin.com/in/gustavoamorimca/>

## Skills

Key account management

Relationship building

Multicultural acumen

Emotional intelligence

Client development

Team development

Project management

Highly motivated and ambitious Account Management & Client Development professional in international logistics. Passion about client value creation, Emotional Intelligence, partnership development. Team player with great experience on leading teams to achieve their best! Looking for a company to apply my experience and knowledge and help to grow the business & relationship with clients, learning and development myself as a professional and as a person.

## Work History

2021-02 -

Current

### Key Account Manager

*Mainfreight, Toronto, ON*

- Created road-map (SOP) for Onboarding new clients with sales team + ops team (evaluating new KA possibilities)
- Increased key clients count from 6 to 13 in 2 years
- Revenue growth +10million between 2020 and 2022
- TEU growth of 30%
- Retention of key clients: from 10% to 22% (based on new prospects brought on)
- Responsible for +10 biggest accounts for Mainfreight Canada
- Assist internal teams: operation, finance & business solution (IT) teams with logistics projects, challenges & optimization plans
- Relationship building with clients & stakeholder mapping
- Develop strategies for mutual growth and customized services for key accounts, aligning with company's goals
- Manage QBRs, quotes, project implementation & RFQ for big new opportunities for the branch
- Continuous improvement with weekly meetings with operation teams and key accounts
- Manage QBRs, quotes, project implementation & RFQ for big new opportunities for the branch
- Liaise with Business Solution department to implement reports
- Map new opportunities for mutual growth
- Strategy implementation/supervision with Team Leads
- Negotiate rates with multiple carriers, and align with client's interests
- Risk management initiatives in a proactive way to overcome challenges on both sides (internal ops & client)
- Data integrity supervision (Cargowise) with ops team

2020-01 -

2021-02

### Ocean Team Lead

*Mainfreight, Toronto, ON*

- Implemented process improvement plan for Import and Export for each member, allocating roles and main clients to be directed to each operator
- Established work procedures to support company and departmental standards & strategic goals
- Responsible for P/L of the entire ocean department as well as maintaining the excellent KPI for both export and import department

2018-03 -

### Ocean Operations Coordinator

2020-01	<p><i>Mainfreight, Toronto, ON</i></p> <ul style="list-style-type: none"> <li>- Managing main international accounts, with daily/weekly reports</li> <li>- Responsible for negotiation with SSL and vendors to reach client's goals</li> <li>- Drove operational improvements which resulted in savings and improved profit margins</li> </ul>
2016-05 - 2017-09	<p><b>Import Coordinator</b></p> <p><i>Sea Cargo Air Cargo Logistics, Toronto, ON</i></p> <ul style="list-style-type: none"> <li>- Continuous improvement &amp; plan implementation for ocean &amp; air shipments</li> <li>- Compliance control &amp; risk management plans with higher mgmt.</li> <li>- Assist sales team with onboarding new clients.</li> </ul>
2013-08 - 2014-07	<p><b>Business Development Executive</b></p> <p><i>Brazilian National Center of Sugarcane and Biofuels Industry (CEISE Br), Dourados, MS</i></p> <ul style="list-style-type: none"> <li>- Responsible for company's expansion in new markets as well as continued growth amongst existing clients.</li> <li>- Create, negotiate and close commercial agreements.</li> <li>- Represent the company in meetings with unions, industry associations and cooperatives, creating a dialogue between entities.</li> </ul>

---

## Education

---

2023-01 - Current	<p><b>Certificate: Strategic Account Management &amp; Client Development</b></p> <p><i>York University - Toronto, ON</i></p>
2015-06 - 2016-06	<p><b>Post Graduation: International Business Management</b></p> <p><i>Seneca College - Toronto</i> GRADE: 3.9 GPA</p>
2011-01 - 2014-12	<p><b>BBA: International Relations</b></p> <p><i>Universidade Federal Da Grande Dourados - Mato Grosso Do Sul</i></p>

---

## Autor do livro Abismo das Rosas

---

Emotional Intelligence, Autism & psychology