

SHAI HACKER

Shaihax510@gmail.com – 050-470-2851 – Alfasi 13, Tel Aviv-Yafo - [LinkedIn](#)

Experienced Sales and Account Management professional with additional client service and operations experience. Level-headed and articulate; human-centered, adaptable and high performing team player. Persistence in client focus and advocacy. Holds a Master of Science in Risk, Resilience and Integrity Management.

PROFESSIONAL EXPERIENCE

GLG, New York, NY (September 2018-October 2021)

Account Management (July-October 2021)

- Supported onboarding and implementation for new product users. Developed credibility with clients focusing on priority accounts in the top 10 Private Equity funds in US and Canada (by AUM), VCs and key portfolio company executives. Partnered cross-functionally with Client Solutions (research) teams, Account Executives, Compliance and others to manage due diligence and value creation project lifecycles and find product education opportunities to support client research and innovation.

Compliance Associate (December 2019-February 2021)

- Reviewed project escalations to ensure quality and alignment with GLG's industry-leading compliance framework. Coached Client Solutions teams on handling difficult client requests and assessing escalated questions. Consulted on project scoping for compliance assurance and client risk reduction, for both small and large projects.
- Joined regular vendor due diligence calls with senior Compliance team members to advise new clients on the compliance framework as part of the sales closing process. Responded to annual client third-party diligence questionnaires and regular ad-hoc requests/systems troubleshooting. Worked closely with clients and internal teams to propose and implement compliance settings based on understanding of specific client needs, sensitivities and preferences, in a spirit of continuous improvement.

New Business Development (April 2020-June 2020)

- Customized and executed campaigns for cold outreach to new and former clients in the Financial Services sector to expand presence of GLG insights in the market during the onset of the pandemic. Managed opportunity funnel and joined client meetings with senior sales executives. Prospected new leads and mentored a junior associate on sales strategy, operations and product talk-tracks. Built campaigns in SalesLoft and used other tools to identify leads and build target profiles. Organized formal presentations on GLG's services to interested prospects.

Senior Associate, Customer Success - Americas (September 2018-December 2019)

- Proactive client outreach, driving conversion and engagement rates within existing institutional investor client base with the goal of providing high-touch client support and expanding contract value at renewal. Exceeded metrics on a monthly basis and broke ground with new user groups/geographies. Reduced client churn rate and activated dormant users to access GLG services. Engaged in expanding client usage patterns by deepening client understanding of full solutions suite and building trust.

WB&B EXECUTIVE SEARCH, Garden City, NY (May 2017-August 2018)

Senior Associate, Business Development & Client Services (September 2017-August 2018)

Researcher and Recruiter (May 2017-September 2017)

- Worked daily in close contact with a Partner of the firm to create business development campaigns and craft new messaging for client acquisition. Wrote letters to new clients and was solely responsible for follow-up activity to executive and C-level prospects. Participated in pitch meetings with the Partner and WB&B's CEO.
- Coached executive level candidates for success in interviews in accordance with role requirements.
- Contributed to the successful delivery of candidate rosters for corporate clients: AutoZone, Boeing, Domino's, IBM, MAXIMUS, McCormick & Company, National Grid, etc.

CENTER FOR ADVANCED STUDY IN EDUCATION (CASE), THE GRADUATE CENTER AT CITY UNIVERSITY OF NEW YORK, New York, NY

Research Assistant (March-May 2017)

- Evaluated initiatives in education reform using theory-driven qualitative and quantitative research methods.
- Aided in the implementation and refinement of innovative programs with the goal of enhancing educational quality and equity nationwide.
- Gained hands-on experience with analytical software packages including Excel, SPSS, and NVivo.
- Became conversant in methods and strategies for effective pedagogy and learning as part of the production of a research report on the feasibility of the ACUE educator professional development modules.
- Journeyed into the field to conduct observations and assessments of program implementation.

EDUCATION

GLASGOW CALEDONIAN NEW YORK COLLEGE, New York NY **Graduated: December 2019** MS in Risk, Resilience and Integrity Management

HOFSTRA UNIVERSITY, Hempstead, NY **Graduated: December 2016** BA with Dual Major in Sociology and Religion