



Kristie O'Connor

Customer Service Manager

Kristie is passionate about client relationships and has over 20 years of experience ensuring projects are delivered on time, within budget and most importantly safely.

As the current account manager for Wollongong Coal she understands the industry and its requirements. She successfully manages large accounts and achieves business and safety outcomes by establishing strong business and personal relationships.

Specialising in data interpretation, fact based recommendations and reporting she assists businesses to make decisions that are educated and well supported. A firm believer in long term business relationships over short term gains she is passionate about developing client relationships and has over 20 years experience in mining and steel.

Kristie O'connor works in partnership with clients to solve complex problems and provide the best outcomes for on-time delivery.

QUALIFICATIONS

- LEEA Diploma – Lifting Equipment General Introduction
- Spanset – Height Safety Inspection Course (Vtab Accredited)
- Working at Heights
- Cert IV in Recruitment Services

YEARS OF EXPERIENCE

- 5 years Lifting Inspections and Testing
- 5 Years – Selling Lifting Equipment
- 5 Years - Key Account Manager to Coal Mine
- 15 Years - Major account Management
- 15 Year – Managing Sales/ Inspection Teams
- 20 Years – Sales /Customer Service

AREAS OF EXPERTISE

- Client retention Management
- Coal Mine Specific Industry Experience
- Special Project Management
- Data Interpretation and fact based recommendations and reporting