



# ROBIN ROBERT

## ACCOUNT MANAGER AND CLIENT RELATIONS US SALES AND USE TAX COMPLIANCE.

### PROFILE

Highly motivated and results-driven Account Manager with 4 years of experience in building and maintaining strong client relationships across diverse industries. Skilled in identifying client needs, managing end-to-end project delivery, and providing tailored solutions that drive customer satisfaction and business growth. Excellent communicator with a focus on fostering long-term partnerships, resolving issues promptly, and collaborating with cross-functional teams to exceed client expectations. Committed to continuous learning and staying ahead of industry trends to deliver innovative solutions.

### EXPERIENCE

US Sales and Use tax.

2020–Present

Assistant Manager at Ernst & Young

#### **Managed US Sales Tax Return Review and Filing:**

Ensured accurate and timely filing of state and local sales tax returns for multiple clients, adhering to regulatory requirements and deadlines.

**Problem Solving and Issue Resolution:** Identified and addressed client tax-related issues, providing effective solutions to ensure compliance and minimize financial risk.

**Task Coordination and Delegation:** Oversaw the delegation of tasks within the team, ensuring the efficient completion of all work within established timelines while maintaining high-quality standards.

**Mentorship and Team Development:** Provided mentorship to junior team members, guiding them in sales and use tax strategies, best practices, and relationship management, fostering long-term client success.

**Collaboration with Upper Management:** Worked closely with senior leadership to implement continuous improvement initiatives, driving team performance and consistently exceeding goals.

**Client Relationship Management:** Maintained strong, positive relationships with clients through regular communication, building trust and ensuring their satisfaction with services provided.

### AWARDS

Client Service Award for exceptional communication and ensuring smooth compliance.

Spot Awards at Ernst & Young for leading compliance in the absence of leadership.

GDS User Recognition for outstanding contributions.

Distinction in Vskills Certified Logistics and Supply Chain.



Visa type- visit visa



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### EDUCATION

**Bachelor Degree of Marketing and Finance**

Kristu Jayanti College : Aug 2015–Mar 2018

**Master Degree of Marketing and Finance**

Kristu Jayanti College : June 2018–Apr 2020

**Logistics and supply chain Professional**

VSKILL Certified July 2019

### SKILLS

• Microsoft Office tools

• Power bi / Alteryx

• Leadership

• Creative thinking

• Client Relationship Management

• Time Management

• Effective Communication

• People Management

• Cross culture competency

• Project management skills

### INTERESTS

• Travelling

• Dancing

• Cooking