

Laura Nicole Kielnhofer

Client Success | High-Ticket Sales Closing | Key Account Management | Strategic Partnerships

[My Website](#) | [LinkedIn](#) | itslaura.nicole@gmail.com | +1 917 764 5546 | +66 86 881 7836 | Remote – location & time zone flexible

Professional Summary

International commercial professional with 6+ years of experience winning, growing, and retaining high-value client and partner relationships across global markets. Proven track record across Client Success, Strategic Partnerships, Key Account Management, and High-Ticket Sales, from closing six-figure deals and building global sales pipelines to turning around at-risk accounts and managing ~\$250K annual corporate partnerships. Trusted by founders, executives, and clients to navigate complex relationships, uncover growth opportunities, and turn client and partner needs into measurable results, backed by proactive communication, performance reviews, and a data-driven approach.

Professional Experience

Personal Development

Jun 2026 – Present

Travel, Wellness & Personal Growth

- Taking an intentional career break to invest in personal growth, prioritize holistic health and wellness, and travel while exploring the right-fit remote opportunity for the next stage of my career that aligns with my long-term goals.

Reachly | US & APAC (Remote)

Nov 2025 – May 2026

Key Account Manager

- Owned global B2B accounts worth ~\$28K in monthly revenue, driving account strategy, retention, pipeline growth, and long-term client value across international markets in fintech, SaaS, HR tech, financial marketing, logistics, and workspace.
- Held 100% client retention and turned around 3 pre-churn accounts from week one, rebuilding onboarding and campaign strategies, with performance improving month-over-month; one account went from 6 positive replies and 0 meetings to 28 and 8 booked in the first month.
- Upsold and earned testimonials and referrals from ~50% of clients.
- Advised clients on campaign strategy, target markets, USPs, ICPs, positioning, value offers, messaging, and campaign performance to improve pipeline generation and uncover account growth opportunities.
- Led weekly client calls and communication to review campaign results and iterate on strategy, and delivered monthly performance reports.
- Managed and trained Key Account Managers and SDRs, strengthening client success, churn prevention, consultative selling, objection pre-emption and reframing, and appointment setting.
- Directed end-to-end email and LinkedIn outreach strategies, continuously optimizing outbound campaigns to increase campaign performance and qualified meetings month-over-month.

Inspekt AI | US, Europe & APAC (Remote)

Jul 2024 – Oct 2025

Global Partnership & Operations Manager

- Earned the confidence of the CEO and COO, who created the Global Partnership & Operations Manager role specifically to bring me into the company.
- Served as a trusted strategic partner to the CEO and COO, advising on global sales, client strategy, hiring, operations, and investor-facing business discussions across three continents.
- Directed international sales and customer success teams across business development, client acquisition, onboarding, retention, and account growth.
- Drove client success from onboarding through expansion, translating client feedback into product and UX improvements while identifying higher-tier upsell opportunities, generating multiple upsells, client testimonials, and referrals.
- Built and managed a ~\$750K global sales pipeline within 5 months, driving prospecting, consultative product demos, and high-value B2B sales across international markets.
- Developed weekly sales and product training that strengthened team performance and reduced ramp-up time by 40%.
- Built international channel partnerships with drone and façade-engineering firms, enabling in-country partners to sell, onboard, and product-train clients locally.

MQDC Metaverse | US, Europe & APAC (Remote)

Product Manager

Mar 2024 – Jul 2024

- Directed 3 global cross-functional product teams spanning developers, designers, researchers, publishers, and artists from product strategy through development, QA, and iteration.
- Owned strategy and roadmaps for 3 AI/XR products, translating executive vision and user needs into product requirements while coordinating global partners, vendors, and internal stakeholders.

Senior Project Manager & IT Program Manager

Apr 2023 – Mar 2024

- Drove Agile transformation across 8 technology projects, implementing Scrum practices that increased velocity by 30% across a 39-member multicultural team.
- Directed international technology partnerships across the US, UK, and Spain, managing scope, budgets, delivery, negotiations, and executive stakeholder relationships.
- Delivered a US-partnered game development program across multidisciplinary vendors, reducing production costs by 20% while maintaining delivery objectives.

Professional Experience (continued)

Plug and Play Tech Center APAC (Remote) <i>Partner Success Manager & Office Manager</i>	Jul 2021 – Apr 2023
- Managed partner success across major APAC corporate accounts, driving innovation programs from strategic objectives through startup engagement. - Connected corporate partners with global technology startups, translating innovation needs into targeted solutions across fintech, energy, smart cities, PropTech, HealthTech, and Food & AgTech. - Owned partner success, program delivery, stakeholder management, renewals, and expansion for corporate partnerships valued at ~\$250K annually per client, upselling 7 of 11 partners and retaining 10 of 11 through my departure. - Served as a trusted right-hand person to the EVP of APAC, supporting strategic accounts, business development, operations, and day-to-day regional priorities. - Established Plug and Play's Thailand legal entity from the ground up, managing the legal, finance, and HR setup required to enable local operations. - Championed Salesforce adoption and trained regional teams across Thailand, the Philippines, and Taiwan, strengthening CRM utilization and pipeline visibility. - Built a client relationship with MQDC strong enough that they later approached me with a career opportunity that led to my next role at MQDC Metaverse.	

Anantara Siam Bangkok Hotel Bangkok, Thailand (Onsite) <i>Sales Coordinator → Sales Executive</i>	Oct 2019 – Apr 2021
- Promoted from Sales Coordinator to Sales Executive and became the #2 sales performer on the team, independently owning the full sales cycle from prospecting and relationship development through proposals, objection handling, negotiation, and closing. - Closed a THB 4M BCG corporate group booking, the largest deal of my tenure, while managing corporate relationships across industries including FMCG, healthcare, pharmaceutical, finance, energy, real estate, legal, luxury, and telecommunications. - Built long-term corporate relationships through proactive account management, uncovering revenue opportunities across accommodation, events, F&B, catering, spa & wellness, promotions, and seasonal offerings. - Selected by the Director of Sales & Marketing as Site Inspection Ambassador for exceptional product knowledge and consultative storytelling with prospective clients. - Built client relationships strong enough that multiple corporate clients later approached me with career opportunities, including the relationship that led to my next role at Plug and Play Tech Center.	

Core Expertise

Client Success & Retention | Strategic Partnerships | Key Account Management | High-Ticket & Consultative Sales | Account Growth & Expansion | Partner Success | Churn Prevention | Business Development | Pipeline Development | Client Onboarding & Product Training | Stakeholder Management | Sales & Client Success Leadership

Technology & Tools

Claude MCP | Slack | Salesforce | HubSpot | ClickUp | GoHighLevel | MasterInbox | HeyReach | Outreach Magic | Smartlead | Clay | Notion | Loom | Jira | Confluence | Asana | Monday.com | Mixpanel | Hotjar | Apollo | Snov.io | Dripify | LinkedIn Sales Navigator | LinkedIn Ads | Gamma | SQL | Google Workspace | Microsoft 365

Interests

Real Estate | Health & Wellness | Fitness | Psychology | Personal Development | Travel & Cultures | Hospitality | Dermatology | Fashion | Investing & Finance | Venture Capital | E-Commerce | Entrepreneurship

Education

Mahidol University International College <i>Bachelor of Business Administration – International Business</i>	Bangkok, Thailand Graduation: Jul 2019
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