

NAME

Lloyd Gardner

ROLE

Account Director (Mobile)**GIACOM.**

Lloyd joined Giacom in September 2023 and after a recent role change, he's now an Account Director in new business for the Mobile tower. Lloyd manages an account base of around 50 partners, encouraging growth specifically in mobile and IoT as well as cross selling across the Giacom product base. He attends regular partner meetings and supports on all aspects of the commercial and marketing requirements our partners may need.

Lloyd previously worked for an MSP and has worked in Telecoms for around 10 years now. He moved over to Giacom as working for a channel only business has always been a goal of his.

Key Achievements

Biggest achievement to date is working with a partner who went from 0 to 500 units in a short space of time. Also got a special mention at the recent sales kick off at the beginning of the financial year.

Lloyd has also shared some positive feedback he has received from partners:

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“We have always been very happy with our account managers and Lloyd is no exception to this. Lloyd is always very helpful and continues to deliver a very high level of efficiency which is extremely impressive. Nothing is too much trouble, and we completely trust Lloyd with his handling of our situations. Plus, he is always cheerful and easy to speak with which makes our partnership even better. Thank you, Lloyd, for all your support.”

“We’ve been thoroughly impressed having Lloyd as our new account manager at Giacom. Right from the start, he’s gone out of his way to make sure we know he’s available, and he’s been on hand to answer every query we’ve had. There’s been a few challenging things we’ve thrown Lloyd’s way so far, including mobile numbers that have been ceased that we’ve needed reactivating ASAP as customers have been left without service. In the short time he’s been with us, he’s already proven to be the best account manager we’ve had so far. He has also popped into the office to introduce himself to the team, and it’s fair to say everyone’s a fan. His professionalism, along with his personable approach, has really stood out, and we’re looking forward to working with him going forward.”



A Q&A with Lloyd

How do you achieve or exceed your KPI's?

I tend to manage my KPI's proactively. I communicate clearly with my partners and always ensure to replace any churn with new connections and ensuring that our partners are proactively winning businesses themselves.

What do you love about working at Giacom?

I love my job and the team. I also really like how the business is managed and the various systems we have in place to make my job easier. This really does build credibility with our partners.

How do you handle challenges in your role?

Always approach challenges head on with a positive attitude and honesty. Offer support and don't promise the world but always advise the partner that you're willing to help wherever you can. Ensure they understand that you're here to add value and to support them.

Where do you see your career in 3-5 years' time?

Hopefully, alive and kicking! I want to still be working at Giacom as I have a great work life balance and never get the Sunday dread!

What do you do outside of work?

I'm really active. You'll often see me doing some kind of crazy triathlon challenge, iron man or marathon! I love endurance sports and pushing my mind and body to the limit! In turn, this allows me to eat, and I love food. I'm also married and have a two-year-old and two dogs and I love to spend time with them during the weekend.