



Building business relationships

## PSL

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## Timothy Lee Profile



### Career History

Tim Lee graduated in Physics from Leeds University and then worked for International Computers Ltd. (ICL), in sales and marketing management roles. His career culminated in account director appointments, with responsibility for ICL's major public sector clients.

During his career he took secondments, most notably to manage the ICL's sales training unit and then to direct the ICL Senior Executive Programme, which was a process for strengthening relationships with senior executives from major clients.

He now operates as a freelance management consultant, specialising in account and relationship management. He runs training events, facilitates workshops and undertakes consultancy assignments on these topics. His goal is to achieve a situation where both customer and supplier are "delighted" with the relationship between them, as opposed to just being "satisfied". He particularly enjoys applying this principle to long-term outsourcing situations.

Recognising the complementary nature of his work with that of PSL, he became an associate of PSL in 2002. He is also a board member of Bournemouth University.

### Specialist Skills

- Account & Relationship Management
- Public sector
- Outsourcing
- Training
- Facilitation