

≛ Profile

Passionate Key Accounts Manager at an established publishing house with seven years of experience managing several key client accounts. I am responsible for business expansion and strategic planning, with the main focus on customer experience. A team player with excellent written and verbal communication skills, well organized, and eager to expand my career as an account manager

Employment History

Senior Key Accounts Manager at Fruit and Veggie Land, Jacksonvillie

January 2020 - Present

Improved client satisfaction ratio by 12% over the last two years by implementing feedback tools.

- Set up and help with a sales strategy for new ranges of services and products
- Acquire new clients
- Maintaining knowledge of competitors and industry.
- Ensure highly professional support to customers.
- Deliver sales pitches
- Influence sales strategies.
- Give creative marketing strategies
- Assist in digital and social marketing strategies.
- Manage complex issues and find solutions to fit customers.
- Generate new accounts.
- Responsible for completing contracts and tracking progress.
- Train and supervise team(s).
- · Research industry trends, concepts, and techniques.

Key Accounts Manager at PHP Financial Services, Olsberg

January 2018 - January 2020

The average timeframe of contracts under my management span between three to eight years. No contract for which I am responsible has been canceled.

- Build and maintain lasting relationships with clients.
- Develop relationships with stakeholders and executive sponsors.
- · Deliver solutions to clients' needs and objectives.
- Collaborate with the sales and marketing teams to expand client base and enhance the existing customer experience.
- Manage complicated client requests and issues.
- Regular reporting on client accounts.

Assistant Key Accounts Manager at ASL Merchant Bank, Manhattan January 2014 — December 2017

Details

1515 Pacific Ave Los Angeles, CA 90291 United States (541) 754-3010 email@email.com

Place of birth San Antonio

Driving license Full

Links

Facebook Linkedin

Skills

Problem Solving

Adaptability

Time Management

Leadership

Adobe Illustrator

Customer Service

Communication Skills

Marketing Strategy

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