

KRISTOFER WIZA

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EXPERIENCE

PUBLIC RELATIONS ACCOUNT MANAGER

11/2012 – present

Philadelphia // *Public Relations Account Manager*

- Analyzed and completed reports
- Analyzed and monitored change requests for accounts throughout the implementation phase
- Communicated overall marketing objectives, expectations and successful execution of marketing strategy to members of the team and staff.
- Communicated the resolution and monitored to ensure its success
- Demonstrated an understanding of and affinity for digital tools and platforms, including applications for clients' business.
- Drove the overall customer experience for accounts serviced
- Ensured team billability and account profitability.
- Ensured that all accounts are strategically on target with clients' business objectives.
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- Established, consulted, and implemented appropriate technology for initial billing set-up and initial premium changes
- Evaluated the team's effort collectively and individually. Promptly review their work and provide constructive feedback.
- Exhibited strong communication and presentation skills to effectively articulate ideas to clients, colleagues and staff.
- Maintained contact with accounts to ensure quality service
- Managed and mentored team members
- Managed day-to-day client activities such as planning, implementing and executing strategies and tactics
- Monitored budgets, resources, deadlines and client records
- Motivated team members and encouraged them to take advantage of training and development opportunities.
- Oversaw coordination of implementation of technology with internal and external customers to facilitate data exchange
- Participated in external company promotion through articles, speeches, presentations, professional memberships, etc
- Partnered with the internal business units to address any client question or issue
- Prepared and managed account financials including budget allocation and control, time sheets, client billing, supplier invoicing and purchase orders
- Provided insight to help shape the account's service needs as they evolve and grow
- Reported to senior management on progress of team members/accounts.
- Served as a liaison between senior management and staff

EDUCATION

COLUMBUS COLLEGE OF ART AND DESIGN

2008 – 2012