Anthony Konas

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As a Associate Client Success Manager, I have a proven track record of building strong client relationships and achieving a 98% retention rate by delivering tailored solutions and maximizing software platform utilization. My expertise in managing accounts, resolving issues efficiently, and collaborating across departments positions me well to succeed at your company.

WORK HISTORY

KPA

Salesforce Database Intern | September 2023 - November 2023

- Assisted in building and validating a comprehensive customer and prospect database in Salesforce and ZoomInfo, ensuring data accuracy to support targeted customer engagement.
- Coordinated the collection and updating of account and contact details through research using external databases and internet tools to optimize client data.
- Regularly reported on the progress of data collection for both scheduled and ad-hoc needs to provide insights for better customer outreach.

Associate Client Success Manager | December 2023 - Present

- Built and nurtured strong relationships with clients, ensuring engagement and satisfaction with KPA products through regular reviews and proactive support.
- Achieved a 98% client retention rate by understanding customer needs, resolving issues quickly, offering data-driven solutions, and maintaining up-to-date contract agreements.
- Demonstrated full knowledge of KPA's product suite to support clients in maximizing platform value and achieving their goals.
- Managed client accounts independently using CRM systems like Salesforce, maintaining detailed records of client interactions and issue resolutions.
- Provided timely responses to customer inquiries via multiple channels (email, phone, virtual meetings), fostering collaboration to drive successful outcomes.

SKILLS

- Tools: Salesforce & Excel
- Customer Engagement & Retention
- Data-Driven Decision Making
- Cross-Functional Collaboration
- Training & Support
- Communication and Problem Solving

EDUCATION

University of Colorado Boulder | August 2022 - Expected Graduation 2025

- B.S. Applied Computer Science

Western Michigan University

- B.S. Exercise Science