

Eric Jostad

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Objective

To obtain a position where I can use and further develop my skills in Account Management, Business Administration, Client Services, or Full Stack Web Development.

Qualifications & Traits

- | | | |
|--|--------------------------------|-------------------------------|
| ✓ Account Management | ✓ Cold & Warm Calling | ✓ Reliable |
| ✓ Adaptable | ✓ Independent | ✓ Research & Analytic Skills |
| ✓ ADP Workforce Now Knowledge | ✓ Interpersonal Skills | ✓ Solution Development Skills |
| ✓ Ambitious | ✓ Microsoft Office Proficiency | ✓ Team Oriented |
| ✓ Business to Business Sales & Relations | ✓ Organized | ✓ Time Management |

Technical Skills

- | | | |
|-----------|----------|--------------|
| ✓ HTML | ✓ CSS | ✓ JavaScript |
| ✓ Node.js | ✓ jQuery | ✓ Ajax |

Showcases

MADLIBZ | <https://teammadlibz.github.io/MadLibz/>

This is a whimsical web application which allows a user to:

- Start a random Mad Libs story.
- Either enter their own words or create random words based on parts of speech.
- Render their story.
- Save their story and view previous saved stories using local storage.

Technologies used:

- HTML, CSS, Bulma CSS Framework, Javascript, jQuery, Google Fonts, Font Awesome, MadLibz API, Dictionary API

Work Experience

ACCOUNT MANAGER & CLIENT SERVICE SPECIALIST | ADP | APRIL 2018 – MARCH 2020

Account Management & Client Services

- Manage a book of accounts and maintain client satisfaction through consistent positive experiences.
- Serve as primary point of contact for all client needs and challenges.
- Provide expert insight into ADP software and provide troubleshooting guidance as needed.
- Assist in building further client loyalty to ADP.

ACCOUNT MANAGER | STAPLES BUSINESS ADVANTAGE | OCTOBER 2016 – APRIL 2018

Inside Office Product Sales & Account Management

- Managed and prioritized accounts, ranging from small to medium sized business.
- Responsible for ensuring high customer retention through constant and consistent professional service.
- Responsible for growing sales through new lines of business and adjusting programs to fit customer needs.
- Assisted in building further customer loyalty to Staples.

LOGISTICS ACCOUNT EXECUTIVE | TOTAL QUALITY LOGISTICS | MARCH 2015 – OCTOBER 2016

Inside 3PL service Sales & Account Management

- Made effective lead generation, research, and pre-call planning techniques.
- Made roughly 80 – 100 calls daily to speak with prospects, both warm and cold, to acquire new business.
- Worked in a team that would collaborate with customers to locate and ensure efficient transportation strategies that fit their business model.

Education

CERTIFICATE | APRIL 2021 | UNIVERSITY OF OREGON

BACHELOR OF ARTS | DECEMBER 2014 | UNIVERSITY OF CENTRAL FLORIDA

- Major: Radio – Television
- Minor: Anthropology
- Honors and Awards:
 - Florida Bright Futures Scholarship, Florida Medallion Scholars
 - University of Central Florida's Dean's List; Multiple semesters