

ROBERT SMITH

Business Account Manager/General Manager

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SUMMARY

To find a career where I can implement my strong sales and office skills to the fullest potential. I enjoy sales and working with the public. I enjoy working with sales teams and implementing strategies to achieve goals. Over 10 years of excellent sales and customer service skills.

SKILLS

Microsoft Office, Excel, Customer Service, Billing, Project Management, Leadership Development, Communications, Risk Management, Client Relationship Management.

WORK EXPERIENCE

Business Account Manager/General Manager

ABC Corporation - 2007 – 2019

- Provided technical assistance to customers regarding their account needs and coordinated efforts between departments regarding the customers needs.
- Addressed and resolved service/implementation of new/existing service/quality/contracts and billing issues and questions.
- Provided updates regarding customers sales concessions, disputes, and new line of services order status proactively and as needed.
- Expedite any sales managers request to retain customers accounts and prevent churn.
- Overcame any sales and service objections and obstacles to continue the sales and support cycle.
- Approach potential threats and risks to the project with intensity and advanced problem solving techniques.
- Find the root cause and implement corrective actions that reduce issue recurrence by 18%.

Business Account Manager

ABC Corporation - 2004 – 2007

- Renew customer contracts to protect and grow existing revenue streams Maintain regular account contact to ensure positioning and alignment of WOW! Business Services with assigned accounts Initiate and assist in delivering proposed solutions to meet the.
- Prepare contract change notices, monitor contractor performance, including the reporting and status of contractor and owner deliverables.
- Maintain customer satisfaction and serve as the primary escalation point for any customer issues that arise.
- Perform comprehensive quarterly customer review meetings to ensure a high level of customer experience.
- Analyze and mitigate risk.
- Provide contract summaries and ensure contract execution in accordance with company policy.

- Product validation, delivery and/or installation specifications, understanding project timelines, substitution guidelines, documentation requirements, invoicing/billing terms and conditions, and account reconciliation..

SCHOLASTICS

- Master of Emergency Management in Education & Professional Affiliation - (Jacksonville State University - Pelham, AL)