

# Grant Kempley

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As a results-driven Account Manager with a proven track record in B2B relationship building, I am excited to bring my skills and expertise to a fast-paced company in the Crypto/Fintech sphere.

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## WORK EXPERIENCE

### **Associate Account Manager, Customer Success, *TripleLift, London***

**March 2022 – Present**

- Fostered B2B relationships using strong interpersonal skills to engage external clients.
- Received excellent feedback from customers due to my solutions-oriented nature.
- Managed a 45-account book of business simultaneous to many unassigned clients via Salesforce tickets.
- Confidently presented QBRs to all levels, leveraging data to push for upsell and mitigate churn.
- Strategized and planned account growth, one example is 383% QoQ revenue growth for Vinted, resulting in them upgrading from a Tier 3 to a Tier 1 account.
- Achieved the highest revenue managed in Q4 for the International team (\$5.2m), demonstrating my ability to manage high-value strategic accounts.
- Built great internal relationships ensuring seamless collaboration for client issues and product asks.

### **Product and Partner Intern, *NBCUniversal, London***

**June 2021 – 2022**

- Awarded the NBCU Going the Extra Mile award for my strong work ethic.
  - Handled presentations, proposals, and reports for partner studios - BBC, Disney, and Warner Brothers.
  - Gained hands-on experience in B2B communication and relationship building.
  - Updated the landing pages using HTML to increase engagement by 130%.
  - Developed strong internal and external stakeholder management skills to reduce product launch times.
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## EDUCATION

### **BSc International Business, *Loughborough University* – 2:1**

**2017 – 2021**

Modules include: Banking, Strategic Management, Statistics, Data Analytics, Accounting, Economics, Technology and AI, Programming

*One year break post-University before TripleLift due to travelling.*

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## SKILLS

- Strong interpersonal and communication skills to build relationships and manage clients effectively.
- Proven ability to deliver results and manage high-value strategic accounts.
- Analytical skills to identify opportunities and potential challenges and use data to inform decision-making.
- Proficiency in Google Sheets / MS Excel to manage data effectively.
- Basic understanding of KYB, KYC, KYT in the banking and fintech industries.
- IT: Microsoft Office, VBA, SPSS, Jira, SF, Power BI, Google Analytics, SEO, HTML, CSS, Javascript.