

Jamila Flax

Senior Territory Account Manager

Creative and focused with the dedication/drive to learn new skills and implement them efficiently. 6 years of Territory Account Management helped to develop organizational and account management skills, with a focus on managing customer relationships and continuous improvement.

✉ flax.jamila@gmail.com

📞 9143800321

📍 Phoenix

🌐 [linkedin.com/in/jamila-flax](https://www.linkedin.com/in/jamila-flax)

🐙 github.com/Jams5264



SKILLS

Account Planning, Negotiation

Collaboration, Problem Solving

Customer Focused, Relationship Management

Good understanding of Cloud Deployments/Patterns

Good understanding of GCP's security controls



WORK EXPERIENCE

Senior Territory Account Manager

BAT

08/2016 - Present

British American Tobacco

Phoenix, AZ

Achievements/Tasks

- Account management of geographic territory valued at \$7.2M, covering 100 traditional and non-traditional retail outlets
- Conducts deep data analysis of accounts to uncover reasons behind any loss of profit or metrics not meeting targets
- Recommends and implements strategies to help improve market share in non-performing areas
- Executes national and local strategic marketing programs, and initiatives for key accounts
- Provides business consulting services and analysis to accounts through sound judgment, industry trends and knowledge, and consumer insight

Contact: Manager- Miguel Ruiz - Ph: 626.216.8223

Pastry Chef

Chantilly Patisserie

10/2012 - 09/2015

Bronxville, NY

Achievements/Tasks

- Responsible for opening, and closing bakery, including setting up retail
- High volume production of French breads/patisserie, cakes, and desserts
- Maintained skilled kitchen staff by assisting with coaching, counseling
- Developed menus for front of house
- Maintained dessert quality with consistent and compliant recipes, portioning, and waste control guidelines

Lead Customer Care Rep/Solutions Specialist

Verizon Wireless

09/2005 - 01/2012

Westchester, NY

Achievements/Tasks

- Led customer service team in improving customer experience, and retail operations
- Responsible for training existing and new staff members
- Assisted management team with scheduling, organization, and opening of retail locations
- Achieved Women's Leadership status in customer service
- Responsible for inventory management, banking, and outlet supplies
- Successfully exceeded monthly quota requirements



EDUCATION

Google Black + Developers Fellowship

Google

12/2020 - Present

Courses

- Google Cloud Platform
- App Script
- Python

Psychology

Lehman College

09/2006 - 05/2010

Bronx, NY

Courses

- Psi Chi International Honor Society



TECHNICAL SKILLS

**Google Black +
Developers
Program**

GCP Platform: Cloud SQL, Cloud Storage,
App Engine, Big Query

Languages

Python 3.8, SQL

Systems

Understanding of LINUX/UNIX systems
(user level)



PERSONAL PROJECTS

Black Girl Connect

- [github/jams5264](#)