

# JOHN DAVE REYES

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## SUMMARY

Results-driven Sales and Account Executive Professional with experience in customer retention, renewals, upselling, cross-selling, and client relationship management. Proven ability to manage accounts, resolve client issues, drive revenue growth, and collaborate with cross-functional teams. Skilled in CRM tools, communication, and data-driven decision-making. Licensed Professional Teacher with strong presentation and interpersonal skills. Seeking a role where I can contribute to business growth and deliver exceptional customer value.

## WORK EXPERIENCE

### InCharge Energy - Account Manager

November 2022 - Present

- Manage and retain existing customer accounts, ensuring high renewal rates and long-term contract continuity.
- Identify new prospects and execute upsell and cross-sell opportunities, contributing to increased account value and revenue growth.
- Build strong customer relationships through proactive communication, issue resolution, and personalized support.
- Collaborate with Operations, Finance, Product, and Customer Success teams to ensure consistent service delivery.
- Analyze account performance to support accurate forecasting, reporting, and pipeline
- Lead the negotiation and execution of contracts, ensuring alignment with business and client relationships
- Maintain comprehensive and updated records using Salesforce/CRM tools.

### Upper Techno Ph / Gizmo Ph / Ink District - SMM

April 2020 - February 2022

- Developed and executed a social media strategy across multiple platforms to increase brand visibility and engagement.
- Created and curated digital content aligned with brand messaging, marketing goals, and
- Managed online communities, responded to customer inquiries, and maintained a positive
- Monitored analytics to optimize content performance and support marketing objectives.
- Handled online crises, managed negative feedback, and protected brand reputation.
- Achieved consistent growth in audience engagement and lead generation through data-driven strategies.

## EDUCATION

### ICCT COLLEGES INC.

September 2020 - December 2023

Bachelor of Secondary Education

- Major in English
- Licensed Professional Teacher

## ADDITIONAL INFORMATION

- **Technical Skills:** Salesforce CRM, Microsoft Office (Word, Excel, PowerPoint), Google Workspace, Social Media Platforms (Facebook, Instagram, TikTok, Twitter), Calendly, Slack, Zoom, Ms Teams, Outlook, Skype, Basic Data Analytics, Email Management Tools
- **Languages:** English, Filipino
- **Certifications:** Professional Teacher, TEFL Certification
- **Awards/Activities:** With honors, Most Proficient Teacher, Account Champion Employee, Top 1 Account Manager, Special Client Commendation