

Jennifer Tuason

Account Management Specialist

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PROFESSIONAL SUMMARY

Accomplished account management specialist with 7 years of experience in client retention, relationship building, and upselling. Proven ability to manage portfolios of 50+ enterprise accounts while maintaining 95%+ satisfaction scores. Skilled in identifying client needs, resolving issues proactively, and driving account growth. Strong business acumen combined with exceptional interpersonal skills.

WORK EXPERIENCE

Senior Account Management Specialist

ClientFirst BPO Solutions, BGC, Taguig City, Philippines | January 2020 - Present

Managing enterprise client accounts for telecommunications services

Key Responsibilities:

- Manage portfolio of 60+ enterprise accounts worth \$5M in annual revenue
- Conduct quarterly business reviews with key stakeholders
- Identify upselling and cross-selling opportunities
- Resolve escalated client issues and complaints
- Collaborate with sales, support, and technical teams to ensure client success
- Monitor account health metrics and proactively address at-risk accounts

Key Achievements:

- Achieved 98% client retention rate in 2023
- Generated \$850K in upsell revenue through strategic account planning
- Maintained 96% client satisfaction score across portfolio
- Promoted from Account Specialist to Senior Specialist in 18 months

Account Management Specialist

AccountPro Services, Makati City, Philippines | May 2017 - January 2020

Account support for SMB clients in hospitality industry

Key Responsibilities:

- Managed 40 SMB accounts with focus on retention and growth
- Conducted monthly check-ins and addressed client concerns

- Prepared account performance reports and recommendations
- Coordinated with implementation team for new client onboarding

Key Achievements:

- Reduced churn rate by 15% through proactive engagement
- Named Account Manager of the Year 2019

EDUCATION

Bachelor of Science in Business Management

University of Santo Tomas | June 2007 - April 2011 | 3.5 GPA

Focus on strategic management and client relations

SKILLS

Core Competency: Account Management (Expert), Client Retention (Expert), Upselling (Advanced)

Software: Salesforce (Advanced)

Soft Skill: Relationship Building (Expert)

ADDITIONAL INFORMATION

Status: Employed but open to opportunities

Preferred Work Setup: Hybrid

Preferred Shift: Graveyard

Expected Salary: PHP 45,000 - 60,000