

Account Manager Account Manager Results-oriented Account Manager Walnut, MS

Results-oriented Account Manager who excels in revealing customer needs and delivering solutions. Focused on maximizing sales by managing all accounts systematically and logically. Believes honesty, integrity, consistency and dedication build the most successful business partnerships. Driven by the prospects of opening new markets, closing large sales, and contributing to a successful organization. Recognized for generating a significant amount of monthly and quarterly revenue. Authorized to work in the US for any employer

Work Experience

Account Manager Orkin Commercial Services - Memo April 2018 to Present

I manage a variety of accounts by defining the need, addressing current situations, and implementing a solid program to ensure customer satisfaction.

- ? Sales, customer retention, generating new commercial business for the company.
- ? Ability to negotiate and problem solve.
- ? Consistently exceed monthly goals.
- ? Manage all aspects of every account completely and efficiently.
- ? Serve as mentor and trainer to other reps in the company.

Sales/ Project Manager Design Team Sign Company, LLC - Savannah, TN May 2016 to Present

- * Oversaw multiple accounts across the nation for customers' signage, construction, and imaging needs.
- * Managed a variety of accounts by defining project scope, objectives, staffing, resources and deliverables.
- * Develop project plans that identify key issues, approaches, and performance needs.
- * Manage vendor relationships including negotiating and controlling contracts and costs.
- * Negotiate, analyze, and prepare agreements, subcontracts, and cost control budgets.
- * Cold-called prospective customers to build relationship.
- * Managed a portfolio of multiple accounts, which generated between \$100,000 and \$200,000 in revenue per month.
- * Up-sold add-on services to existing customers, generating additional revenue.
- * Collaborated with other account managers to prepare and deliver performance updates and quarterly business reviews.
- * Surpassed monthly quota by 40-50% consistently.
- * Trained teams on educational products.
- * Trained on skill development and time management on individual levels.
- * Determined the cost and pricing of proposals and bids.
- * Responsible for 5 account managers.
- * Monitored team progress and enforced deadlines.
- * Served as the single point of contact for project scheduling and changes.
- * Worked closely with company executives to identify new business opportunities.

Client Services

Coordinator ProTech Systems Group, Inc - Memphis, TN August 2015 to January 2016 Maintained effective I.T. support and project management for sales and networking division. * I developed Cisco quotes for various clients to meet specific requirements. * Critical thinking, reasoning, and analyzing for problem solving to meet clientele needs. * Defined project deliverables and monitored status of tasks. * Drafted action plans and led meetings with department executives to review project status and proposed changes. * Collaborated with cross-functional teams to draft project schedules and plans. * Monitored costs, timescales, and resources used to achieve customer satisfaction. * Inside/Outside Sales * Executed proof of concept implementations to validate product feasibility. * Answered customers' questions regarding products, prices and availability. * Handled the highest volume account in assigned territory. * Responded to all customer inquiries in a timely manner.

I.T. Specialist Auto Parts Manufacturing of Mississippi - Guntown, MS January 2014 to August 2015 * Managed all IT operations on a daily basis, overseer of information systems. * Performed database archiving processes to ensure data recoverability. * Installed, maintained, and configured hardware and software according to company policies. * Troubleshooting hardware/software components as well as performing routine maintenance. * Network management, database administration, and active directory administrator. * Involved in all IT projects, including creation of reporting and monitoring system for environmental division.

Student Technical Intern Corporate Training Center - Oak Ridge, TN August 2005 to May 2007 * Responsible for managing and training students and external apprentices in technical process. * Trained in desktop support, troubleshooting, and server management. * Educated others on hardware and software repair and maintenance. * Trained customer service, account management, and customer retention. * Cold-called prospective customers to generate new business.

Education Master's in MBA, B.S. Business Administration, General Mangement Certification University of Phoenix-Online Campus June 2019 to Present A.S. in Information Technology Roane State Community College - Harriman, TN May 2005 to May 2007 Skills Account Management (10+ years), Sales (10+ years), Prospecting (10+ years), Business Development (4 years), Analytics (3 years), Customer Service (10+ years), New Business Development (4 years), Customer Retention (10+

years) Links <https://www.linkedin.com/in/joseph-hardin-81a5b391>

Name: Brian Johnson

Email: anthonyking@example.net

Phone: 9342696316