

NATALIE FARROWS

Account Manager

✉ nevaeh.w.21@email.com

☎ (123) 456-7890

📍 Boston, MA

🌐 [LinkedIn](#)

EDUCATION

Bachelor of Arts
Communications

Northeastern University

📅 August 2012 - May 2016

📍 Boston, MA

SKILLS

- Client Management
- Financial Reporting
- Leadership
- Active Listening
- Flexibility
- Time Management
- Verbal Communication
- HubSpot
- Microsoft Suite
- Empathy

WORK EXPERIENCE

Account Manager

Microsoft

📅 2020 - current

📍 Boston, MA

- Built relationships with 20+ clients, contributing to organic growth that increased referrals by 39%
- Reviewed client accounts monthly, resulting in 27 account renewals and an additional \$3.5K in annual revenue
- Exceeded annual revenue targets by 26% during tenure
- Launched relationship mapping campaign, increasing cross-sell opportunities by 48% and customer satisfaction by 34%

Account Manager

Coursera

📅 2019 - 2020

📍 Boston, MA

- Increased the ROI of client accounts by an average of 13%
- Hired 3 account managers, increasing efficiency by 62%
- Managed 18 accounts, boosting annual revenue to \$12M
- Overhauled client onboarding processes, improving client engagement by 18%

Entry-level Sales/Account Manager

Commonwealth Sciences, INC

📅 2017 - 2019

📍 Boston, MA

- Converted \$4M of business from existing client referrals
- Grew organic growth, doubling annual revenue
- Restored 10+ customer accounts, increasing revenue by \$2M
- Negotiated candidate salaries during interviews, decreasing turnover rate by 32% and decreasing hiring costs by 11%

Entry-level Account Executive

Salesboat, INC.

📅 2016 - 2017

📍 Boston, MA

- Re-established relationships with 15+ clients, increasing referrals by 49% and new clients by 26%
- Upsold products based on client feedback, increasing retention rate by 34% and yearly revenue by \$2K
- Monitored client accounts and reported changes to supervisor
- Implemented outreach campaign for small businesses, increasing outreach engagement by 8%