

# Jane Miller

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Organized and high-energy sales professional with 3+ years of experience as an account manager. Handled high-value customer accounts, building long-term relationships with vendors and customers. Developed new accounts totaling more than \$2M in revenue per year.

## Key Skills

- ◆ Demonstrates excellent listening skills to build better customer relationships
- Developed social media presence and social selling platform
- Knowledge of customer management software and sales tracking
- Strong written and verbal communication skills

## Professional Experience

### Account Services Manager

*Tech Startup 1, Philadelphia, PA | February 2019 - Present*

- ◆ Added 30+ new accounts for a total value of more than \$2M in annual revenue
- ◆ Work with various stakeholders to determine best product line for customers, creating new functions as needed in conjunction with the product development team
- ◆ Collect data from various departments to create reports used for long-term strategic planning
- ◆ Provide management support for team of 5+ sales representatives

### Account Services Representative

*Customer Support Co., Pittsburgh, PA | August 2017 - January 2019*

- ◆ Dealt with 100+ customer calls, daily, in a calm and professional manner
- ◆ Assisted with troubleshooting and product recommendations to better solve customer issues
- ◆ Developed upselling script in conjunction with the support team to generate additional revenue streams totaling \$500K

## Education

### Bachelor of Science in Marketing

Penn State University, State College, PA | August 2013 - June 2017

3.92 GPA

- ◆ Founded and developed an on-campus services group that engaged first-year students and provided tutoring assistance, earning credit for tutors and providing free assistance to students in need of guidance and extra instruction
- ◆ Developed a marketing plan to enroll more students in on-campus services, gaining an A in strategic marketing course and experience in networking and sales