



# Luisa Hunter

Ambitious senior account manager with 6+ years of industry experience and two years in a position of seniority. Self-motivated multi-tasker with the organizational skills to oversee high account volumes without compromising service quality. Goal-oriented with a talent for working calmly and efficiently under intense time constraints.

## Professional Experience

### Senior Account Manager

Pendo, Boston, MA March 2019 - Present

- Provide exceptional customer support during the trial period and beyond, converting 98% of 30-day free trial clients into paid subscriptions in 2020
- Maintain a deep knowledge of the company's products and services and deliver engaging demonstrations, onboarding 90% of clients in the first meeting
- Research and explore lead generation sources, integrating two valuable new prospecting tools in the last six months
- Develop and pursue a territory plan, exceeding 87% of personal revenue goals over two years

### Account Manager

Fluke Corporation, Boston, MA July 2014 - March 2019

- Managed over 100 accounts simultaneously with a 99.5% client satisfaction rate
- Negotiated prices to maximize revenue, generating over \$50k of additional company income in 2018
- Attended industry events and used professional networking tools to increase lead generation by 23%
- Used active listening techniques to gain a deep understanding of clients' business needs and generate solutions

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## Education

### Bachelor of Science in Business Administration

Questrom School Of Business, Boston University, Boston, Ma,  
September 2010 - June 2014

## Key Skills

- Customer service
- Active listening
- Strategic growth planning
- Strong sales techniques
- Managing higher-tier revenue accounts
- Multitasking and task prioritization