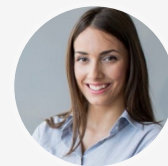


Michelle Smith



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🌐 xe0rlukd.com/24QSBG/9B9DM/?uid=17

Employment

Sep 2022 – Apr 2025

■ Global Key Account Manager Inash Oil & Petroleum, Dallas, TX

Sales performance with current clients increased by 20% following the implementation 6-month account executive exchange programs to company locations abroad.

- Secure global RFP bids for clients totaling ten years and \$800 a million in transaction revenue over contract terms
- Manage a national team of five Account Managers and twenty account executives
- Consistently exceeded annual sales goals during work tenure
- Organized committees responsible for pre-sales and after sales service
- Brought significant growth of 16% in after market sales through creation and implementation of strategic sales and marketing plans as well as talent management pipelines.
- Conceptualization and implementation of national accounts programs to increase brand visibility
- Responsible for monitoring pre- and post-sales quality standards to ensure service excellence across the client territories

Dec 2018 – Aug 2022

■ Regional Account Manager Asol Lubricants, Austin, TX

Cultivated over \$550,000 in recurring account sales within 18 months.

- Exceed target growth prospects by 28% via continuous interaction with client stakeholders, to facilitate opportunity surveys
- Post-Sales: Capture intelligence data of client business needs, and competition products used to investigate cross-selling and upselling strategies customized for each client group
- Successfully oversee all projects for current engagement by monitoring commitments concerning quality, effort, cost, and schedule
- Hold a Zero complaint and escalation track record

Feb 2015 – Nov 2017

■ Account Manager at Presidion Petroleum, San Antonio, TX Presidion Petroleum, San Antonio, TX

Increased total revenue an average of 12% annually by upselling activities.

- Manage \$6 million in annual sales with recurring clients and hold with complete P&L accountability for fourteen counties in Texas.
- Drive brand management strategies yielding 12+% annual growth of supplementary products to key accounts
- Recover \$1 million in inactive accounts by initiating customer Q& A meetings, demonstrations, and online client education and

- training webinars
 - Expand company service offering to affiliate stores of six main key accounts which doubled client spent turnover
 - Decrease transportation costs by securing service level agreements with local transport providers
 - Conduct client interviews for testimonial and referral purposes

Education

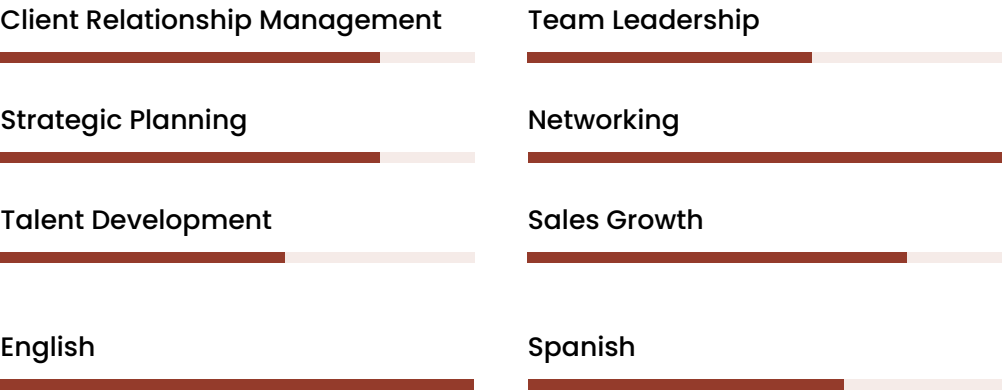
Apr 2014 – Jan 2017

- Bachelor Degree in Advertising and Marketing
University of Denver, Denver

Apr 2019

- Advanced Diploma in Global Customer Relationship Management
Business College of New York, Brooklyn

Skills



Languages

Courses

May 2016

- Certified Key Accounts Manager (CKAM), Udemy, Online, Udemy, Online

Nov 2021

- Certificate in Project Management, Certified Institute of Project Managers (CIPM)