

# Carrington Black

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## Summary

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Business development professional with experience in customer relationship management. Oversaw global accounts for over \$3 million in revenue, managing risk and improving client satisfaction by 5%.

## Education

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Learning College of New Jersey  
Bachelors in business administration

## Experience

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AdWorking, Inc. August 2019 — Current  
Business Development Manager

- Oversee 10 largest accounts for AdWorking with over \$3 million in revenue
- Develop and implement new outreach strategies to improve revenue by 7%
- Manage and mitigate client risks to decrease churn by 5%
- Create and maintain scripts and process documentation
- Coordinate with leadership to implement new sales strategies

AdWorking, Inc. August 2017 — July 2019  
Customer Relationship Manager

- Managed a team of three for all U.S. accounts with total revenue of \$1 million
- Coordinated issue resolution to meet 24-hour service level agreement
- Developed new communication strategies to alert customers about new products

## Certifications

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- Certified Manager Certification, Institute of Certified Professional Managers, 2019

## Skills

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- Customer relationships
- Project management
- Flexibility
- Negotiation
- Collaboration