

DETAILS

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LANGUAGES

English - Native Level

Hebrew - Mother Tongue

SKILLS

Relationship Management.

Account Strategy.

Communication Skills.

Problem-Solving.

Revenue Retention.

Time Management.

Data Analysis.

Proficient in Microsoft Office
(Excel)

, Word, PowerPoint, etc.).

Salesforce (CRM).

EDUCATION

B.A. in Business

Management, majored in marketing and business analysis.

The College of Management, 2016-2019.

Profile

Experienced Account Manager with a proven track record in building and managing client relationships, executing successful sales strategies, and driving consistent retention and business expansion. A dynamic professional skilled in resolving client inquiries, facilitating seamless onboarding, and achieving revenue growth through strategic account management. Seeking a role that leverages my expertise while embracing a customer-centric and collaborative environment.

Experience

SysAid Technologies, Jan 2021 – October 2023

- **Partner Success Manager, Dec 2022 – October 2023**

- Managed a portfolio of key partners, served as their dedicated point of contact for all inquiries and their trusted advisor.
- Successfully retained and nurtured customers acquired through partners, ensuring exceptional satisfaction and renewals.
- Collaborating closely with internal cross-functional teams to expedite technical and commercial issue resolutions for customers.
 - ✓ Maintaining an 88%+ Gross Revenue Retention rate, showcasing commitment to partner success.
 - ✓ Managed successfully a \$2.2M Book of business.

- **Account Development Representative, Jan 2022 – Dec 2022**

- Managed and nurtured transactional business derived from existing accounts, fostering lasting client relationships and driving repeat sales.
- Served as a dedicated point of contact for existing clients, addressing inquiries to ensure seamless order processing.
- Drove business development by creating and executing outbound to promote SysAid's products and services.
- Delivered against assigned strategic goals while prioritizing an excellent customer experience for our clients.

- **Sales Development Representative, Jan 2021– Dec 2021**

- Managed top-of-the-funnel leads for EMEA & APAC regions, showcasing adeptness in targeted lead handling.
- Successfully set up qualified meetings for Account Executives through strategic cold calling to target accounts.
- Initiated and led high-level conversations with Senior Executives within potential prospects, showcasing effective communication skills and the ability to engage key decision-makers.
- Utilized multi-channel engagement techniques, including phone, email, and Zoom meetings, to identify and address prospects' business needs.
 - ✓ Consistently surpassed monthly targets and exceeded expectations right from the first month, demonstrating a results-oriented approach.

IBM – IBM Global Financing Unit

Financing Account Manager, Feb 2018- Oct 2020

- Managed a portfolio of assigned accounts, focusing on the sales funnel of small to medium deal sizes (from \$5K - \$300K).
- Led the full sales cycle from identifying opportunities to building a relationship, negotiation and contracting.
- Nurtured and built close relationships with IBM's business partners and brand managers to construct a robust sales pipeline.
- Coordinated closely with internal local and global teams, including pricing, credit, and legal functions, to facilitate smooth sales operations.
 - ✓ Achieved remarkable sales success, consistently surpassing targets for three consecutive quarters, contributing a substantial \$5 million to unit revenue growth.
 - ✓ Managed IGF's marketing budget, orchestrating and executing impactful marketing campaigns and events to enhance awareness of our value proposition.