

Mustapha Taylor

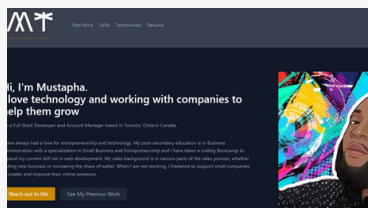
B2B SALES AND
CUSTOMER
SOLUTIONS EXPERT

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RELEVANT SKILLS

Account Management

Front End Web Development

Team Building

WORK EXPERIENCE

Senior Enterprise Account Manager



GoBolt, a global firm that specializes in third-party logistics for clients across various industries

2021 – 2022

- Managed enterprise accounts with a book of business of 4M enterprise business
- Developed new processes in a fast-paced start-up environment
- Worked closely with other departments to solve problems, share information and advocate for merchant needs and requests
- Acted as a thought leader, recommending ideas of improvement, including opportunities for product adoption and utilization of new platform features
- Triaged technical issues with development teams
- Conducted monthly/quarterly business reviews to dig into expansion and product opportunities
- Consistently met 100% of KPIs and increased share of wallet on a quarterly basis

Account Executive



Vision33, A SAP Business One and Sage Intacct partner that helps companies transform business processes through automation, integration and digital transformation

2018 - 2021

- Successfully carried a quota of 1.5M
- Developed and executed net-new SaaS software sales (SAP Business One and Sage Intacct)
- Consistently ensured sales targets were met or exceeded
- Worked with potential clients to identify SaaS product solutions that addressed their business needs

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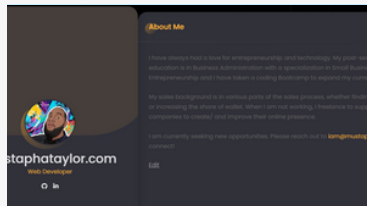
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RELEVANT SKILLS

Strategic Planning

Project Management
Applications

Team Building

WORK EXPERIENCE

Account Manager



RBC, a Canadian multinational financial services company and the largest bank in Canada by market capitalization.

2017 – 2018

- Focused on client education through relevant presentations
- Proactively engaged with clients in all areas of the branch and in the community, uncovering banking needs through discovery, providing consultative help and advice, as well as identifying sales and referral opportunities for other departments
- Responded to client-initiated contact, assisting them with a full range of financial transactions
- Proactively took ownership of resolving and preventing client banking issues and inquiries

Account Manager



Workopolis, a Canadian website specializing in helping businesses source online recruitment services.

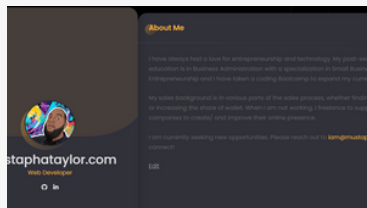
2011 – 2015

- Leveraged a strategic consulting approach to provide a unique value proposition to clients predicated on individual needs with non-discountable products
- Provided daily outbound cold calls to warm leads and dormant accounts to cultivate relationships that ensure long-term customer retention and future sales opportunities
- Identified and prospected opportunities through proactive outbound selling to current and new accounts to achieve revenue targets

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EDUCATION HISTORY

Business Administration - Small Business and Entrepreneurship

Institution: Seneca College

Year of Graduation: 2008

- Best Product Award (April 2007)

SCS CodingBootcamp - Full Stack Developer

Institution: University of Toronto

Currently Enrolled (Graduation December 2022)

- Best User Experience