

Michelle Smith

Personal details

Name	Michelle Smith
Email address	email@email.com
Phone number	(541) 754-3010
Address	1515 Pacific Ave, CA 90291 Los Angeles
Place of birth	Sant Antonio
Nationality	American
Website	resumeviking.com/templates
LinkedIn	xe0r1ukd.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

Client Relationship Management	Very good
Team Leadership	Good
Strategic Planning	Very good
Networking	Excellent
Talent Development	Good
Sales Growth	Very good

Languages

English	Fluent
---------	--------

Courses

May 2016

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

Nov 2021

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