

Miguel Santos

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PROFESSIONAL SUMMARY

Accomplished Senior Account Executive with 20 years of progressive experience in Sales. Demonstrated expertise in Account Management, Customer Success, Relationship Building with a strong track record of driving innovation and delivering measurable business results.

CORE COMPETENCIES

Account Management

Customer Success

Relationship Building

Upselling

Cross-selling

PROFESSIONAL EXPERIENCE

Senior Account Executive | IBM

2014 - Present | Lima, Peru

- Spearheaded sales initiatives that delivered 40% improvement in operational efficiency
- Led cross-functional teams of 9 professionals across multiple high-impact projects
- Architected and implemented Account Management solutions resulting in \$167K annual cost savings
- Established best practices and mentored 3 team members, improving overall team productivity by 33%

Account Executive | Amazon

2012 - 2014

- Developed and maintained customer success applications serving 78K+ users
- Collaborated with product and design teams to deliver 8 major feature releases
- Optimized system performance resulting in 58% reduction in response time

EDUCATION

Bachelor of Science in Economics

Northwestern Kellogg | 1999

CERTIFICATIONS

- HubSpot Sales Certified