

James O'Connor

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PROFESSIONAL SUMMARY

Accomplished Senior Account Executive with 6 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 | Microsoft

2021 - Present | Dublin, Ireland

- Spearheaded sales initiatives that delivered 42% improvement in operational efficiency
- Led cross-functional teams of 13 professionals across multiple high-impact projects
- Architected and implemented Account Management solutions resulting in \$379K annual cost savings
- Established best practices and mentored 7 team members, improving overall team productivity by 39%

Account Executive | Amazon

2019 - 2021

- Developed and maintained customer success applications serving 87K+ users
- Collaborated with product and design teams to deliver 11 major feature releases
- Optimized system performance resulting in 51% reduction in response time

EDUCATION

Bachelor of Science in Economics

University of Amsterdam | 2012

CERTIFICATIONS

- Salesforce Certified Administrator