

# Liam Roberts

*Technical Account Manager*

*liam.roberts@email.com*

## Professional Summary

Technical Account Manager with 6 years of experience managing client relationships, resolving complex technical issues, and ensuring the success of enterprise software solutions.

## Skills

Client Relationship Management, Escalation Management, Solution Implementation, SaaS Solutions, Technical Troubleshooting, Account Onboarding, Cloud Infrastructure, JIRA, Stakeholder Communication, Product Training, Technical Writing

## Experience

Technical Account Manager - CloudTech Innovations (2020 - Present)

- Managed 10+ enterprise accounts, ensuring smooth product implementation and customer satisfaction.
- Provided technical troubleshooting and coordinated escalation of critical issues.
- Conducted product demos and assisted with client training on new features.

Client Support Engineer - DataLink Systems (2017 - 2020)

- Assisted customers with technical support and collaborated with product teams for issue resolution.
- Worked directly with clients to resolve escalated issues and ensure timely resolutions.

## Education

B.S. in Computer Science, California State University, 2016