

Avery Clark

Senior Technical Account Manager

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Professional Summary

Senior Technical Account Manager with over 10 years of experience overseeing large-scale client accounts, optimizing technical solutions, and ensuring alignment between customer needs and business objectives.

Skills

Enterprise Account Management, Client Success, Cloud Solutions, SaaS Implementation, Solution Architecture, Project Management, Technical Escalation Handling, Business Continuity, Data Security & Compliance, Customer Training & Development, KPI Reporting, Team Leadership

Experience

Senior Technical Account Manager - NexaCloud Systems (2018 - Present)

- Led a team of 5 TAMs, providing strategic guidance and technical support for enterprise clients.
- Managed client success initiatives, delivering tailored solutions and driving upsell opportunities.
- Ensured seamless product delivery and customer satisfaction across all accounts.

Technical Account Manager - CloudMax Solutions (2012 - 2018)

- Acted as a trusted advisor for clients, aligning technical solutions with business goals.
- Improved customer retention by proactively resolving technical challenges and enhancing the customer experience.

Education

M.S. in Information Systems, University of California, Berkeley, 2012