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| Rami Shoula  Account Manager | |
| |  |  | | --- | --- | |  | Profile Experienced and self-motivated Account Manager with five years of industry experience overseeing sales figures and new account developments. Bringing forth a proven track record of working collaboratively with sales teams to achieve goals, increase revenue gains, and advance the sales cycle of the company. A strong leader with the ability to increase sales and develop strategies to retain customers. |  |  |  | | --- | --- | |  | Employment HistoryAccount Manager at Mac Cosmetics, New York August 2013 — September 2019   * Worked to support sales team and rise against competition. * Effectively built and maintained long-lasting client relationships. * Collaborated with sales team members to identify growth opportunities and develop strategies to seize them. * Worked with Customer Service and Product Development departments to enhance overall customer experience. * Communicated the progress of quarterly initiatives to internal and external stakeholders. * Implemented client-focused solutions to enhance sales volume.  Business Development Representative at Mac Cosmetics, New York November 2011 — August 2013   * Effectively acted as a liaison between our Marketing and Sales teams. * Identified client needs and suggested appropriate services to enhance client experience. * Continually researched new business opportunities in the market. * Built long-term trusting relationships with clients to achieve ultimate client retention.  Sales Associate at Nordstroms, New York June 2009 — October 2011   * Served as an enthusiastic and productive Sales Associate. * Provided customers with optimal customer service and excellent assistance at all times. * Answered customer queries and concerns to the best of my ability. * Worked to help maintain a neat and presentable sales floor. * Worked well with co-workers to ensure positive customer experiences. |  |  |  | | --- | --- | |  | EducationBachelor of Communications, Hunter College, New York August 2006 — May 2010 High School Diploma, Sacred Heart Academy, New York September 2002 — June 2006 |  |  |  | | --- | --- | |  | ReferencesHenry Forenstein from Hunter College [hforensteins@hunter.edu](mailto:hforensteins@hunter.edu) · 212-546-7789 Jane Storrs from Mac Cosmetics [storrs@maccosmetics.com](mailto:storrs@maccosmetics.com) · 917-882-2093 Linda Neal from Mac Cosmetics [Neal@maccosmetics.com](mailto:Neal@maccosmetics.com) · 917-632-2201 | | DetailsSkills  |  |  | | --- | --- | | Excellent Communication Skills | | |  |  |  |  |  | | --- | --- | | Customer Service Skills | | |  |  |  |  |  | | --- | --- | | Project Management Skills | | |  |  |  |  |  | | --- | --- | | Collaboration Skills | | |  |  |  |  |  | | --- | --- | | Creative Problem Solving Skills | | |  |  | |