

JOHN A.BUSSIERE

ACCOUNT RELATIONSHIP CONSULTANT

CONTACTS

369 Crestview Manor Indianapolis, IN, 46220

(317) 252-4676

john@stumail.com

john.com

CAREER

To obtain the position of Account Relationship Consultant in a company that will allows me to grow and gain more experience.

WORK EXPERIENCE

Account Relationship Consultant, 2016—Present JLL

- Escalated to SAM and management for complex account issues as appropriate.
- Met with AMS leadership and SAM on complex account issues after having researched and identified potential solutions.
- Maintained accurate records of all account activity and provided management with a weekly report on sales activities, lost accounts, and major servicing issues.
- Designed and implemented proactive account servicing process and communication paths with assigned base of accounts.
- Collaborated with and accepted delegated tasks from SAM and management in support of overall proactive servicing for the assigned base of accounts.

Account Relationship Consultant, 2014–2016 DexYP

- Delegated servicing tasks to Account Service Representative as appropriate.
- Completed account planning for assigned base of accounts in collaboration with SAM.
- Managed internal and external customer relationships to ensure that employer needs were identified and addressed.
- Expanded relationship with groups through the sale of new products.
- Provided data and analyzed information pertaining to market relations' activities.

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EDUCATION

Bachelor's Degree in Business Administration, 2012

Saint Norbert College, De Pere, WI

WORK EXPERIENCE

Account Relationship Consultant, 2012–2014 Cvent

- Received inquiries via telephone, face-to-face, e-mail, and posts
- Responded and consulted accordingly and sought subject matter expert advice to assist in the response.
- Evaluated account-specific utilization and identified opportunities for plan design and financial arrangement changes that positively affected the financial needs of the customer and HMSA.
- Monitored industry developments customer relations and customer relations technologies and practices.
- Identified information and reporting requirements
- Assisted in the development of information and reports as required.

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RELEVANT SKILLS

- Experienced in methods of investigation and process design.
- Educated in field-based customer service in the mid-large corporate account market.
- Skillful in diffusing irate callers by utilizing various soft skills techniques.
- Well informed on communication techniques and theories at a level to develop comprehensive instructions, policies, practices, and procedures for effective communication to customers.
- Well educated in telephone and computer operations and able to utilize various technology systems.
- Proficient in understanding of existing and planned markets, major business functions, products and services, and related strategies.
- Proficient in Microsoft Office (Word, Excel, PowerPoint)
- Can easily handle workplace challenges.
- Able to recognize/anticipate problems as well as identify and implement the best solutions in a timely manner.
- Can manage multiple concurrent objectives, projects, groups and activities.
- Experienced in face-to-face communication.
- Can easily learn all software and programs used by the dealership.