

# Emily Blake

## Account Manager & Inbound Sales

Canandaigua, NY 14424

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(585)775-5386

Experienced Sales Account Manager with a demonstrated history of working in the computer software industry. Skilled in Customer Relationship Management (CRM), Account Management, SAP ERP, Teamwork, and Microsoft Excel. Strong operations professional with a Bachelor of Science - BS focused in Business in Innovation and Entrepreneurship from Clarkson University.

#readytowork

Willing to relocate to: Atlanta, GA - Charlotte, NC - Asheville, NC

Authorized to work in the US for any employer

## Work Experience

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### Account Manager & Inbound Sales

OnSpot Social - Remote

June 2019 to Present

- Assisted to raise sales to meet the company goal of \$25,000 monthly sales in the first 2 months.
- Changed various automatic and manual emails to increase open rates by 10%.
- Worked as the sole role of Customer Success, applying a new system to thousands of clients.
- Learned and utilized UX design in major program updates, including full backend updates.

### Office Manager Intern

Potsdam Humane Society - Potsdam, NY

February 2019 to May 2019

- Managed fundraising for local 4k Dog walk & craft shows increasing number of donators by 5%.
- Created a new format to collect information from volunteers.

## Education

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### Bachelor's in Innovation and Entrepreneurship

Clarkson University - Potsdam, NY

September 2017 to May 2019

## Skills

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- Customer Service
- Office Management
- Account Management
- Data Entry

- Cold Calling
- CRM
- Sales
- SaaS
- InfusionSoft (1 year)
- Selling
- Microsoft Office
- ERP Systems
- SAP CRM
- SAP ERP
- Analytics
- SAP
- Supply Chain
- Project Management
- Inside Sales
- Fundraising
- Customer Relationship Management
- B2B Sales
- E-Commerce
- Business Analysis
- Computer Networking
- User Interface (UI)
- Pricing
- User Experience (UX)

## Links

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<https://www.linkedin.com/in/emily-blake/>

## Certifications and Licenses

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### **Driver's License**

Clean Driving record

## Assessments

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### **Conscientiousness — Expert**

January 2019

Measures a candidate's tendency to be rule-abiding, well-organized, hard-working, confident, and think before acting.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/39328f8dbe97a289cba17429ee14e8ebee53dc074545cb7](https://share.indeedassessments.com/share_to_profile/39328f8dbe97a289cba17429ee14e8ebee53dc074545cb7)

### **Management & Leadership Skills: Impact & Influence — Highly Proficient**

May 2019

Measures a candidate's ability to adapt their leadership style to accomplish goals using rational or emotional appeal.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/0311ccd4434beedfd1be878bb66c87d5eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/0311ccd4434beedfd1be878bb66c87d5eed53dc074545cb7)

### **English Communication Skills: Typing — Highly Proficient**

March 2020

Transcribing text using a standard keyboard.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/a0ea5f481ad111a398c70c1a6f6dbdc8eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/a0ea5f481ad111a398c70c1a6f6dbdc8eed53dc074545cb7)

### **Customer Focus & Orientation — Expert**

May 2020

Responding to customer situations with sensitivity.

Full results: <https://share.indeedassessments.com/attempts/dde180c1cca07640ac999657098c192feed53dc074545cb7>

### **Recruiting — Highly Proficient**

May 2020

Managing the candidate sourcing and selection process.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/995d5a6791e54e00d5dc5733e645bf4beed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/995d5a6791e54e00d5dc5733e645bf4beed53dc074545cb7)

### **Verbal Communication — Expert**

March 2020

Speaking clearly, correctly, and concisely.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/8700a95b9a86b78fb38476b18a1b3993eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/8700a95b9a86b78fb38476b18a1b3993eed53dc074545cb7)

### **Sales: Influence & Negotiation — Expert**

March 2020

Persuading reluctant customers to buy products or services, and influencing and negotiating with customers to meet sales goals.

Full results: <https://share.indeedassessments.com/attempts/ab50a7d4becce59fcd3192a25d7fb697eed53dc074545cb7>

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