

Ryan Burrington

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608.235.5459

Energetic and focused Account Management Professional, with comprehensive training in Principles of Finance, Business Analysis, Financial Modeling, and Entrepreneurship. Talent for identifying opportunities to support enterprise decision-making and performance improvement. Effectively collaborate with professionals at all levels. Work well independently and in a team environment. Outstanding presentation and interpersonal communication skills. Consistently exceed performance expectations and eager for new challenges.

Significant Clients: Apple * CVS * eBay * FedEx * Ford Motor * PayPal * Walgreen's * Walmart * Waste Management

Work Experience

Senior Account Manager

AT&T Services, Inc - Waukesha, WI

2019 to Present

Build, manage, and own relationships with customers, develop account strategies, and pursue new sales opportunities. Utilize Salesforce, and manage a network of colleagues and customers to share information and obtain prospects. Partner with support, and drive lifecycle sales opportunities to closure. Manage contract renewal efforts and generate contracts, and manage contract expiration inventories. Leverage industry and strong product knowledge and utilize consultative skills to close sales.

- * Successfully manage a \$23 Million account portfolio.

- * Increased revenue during tenure by 4%, while achieving a customer retention rate of over 85%.

Client Support Specialist, Signature Client Group

IBM - Madison, WI

2017 to 2018

Provided leadership to 16 people in weekly meetings designed to identify productivity and efficiency challenges. Utilized outstanding skills in identifying opportunities for performance and process improvement. Facilitated presentations, shared best practices, and managed client expectations.

- * Selected to provide support to top tier relationships with customers generating \$50 Million in annual revenue.

- * Effectively managed more than 40 projects each day for Fortune 500 companies.

Client Support Specialist

AT&T Services, Inc - Waukesha, WI

2013 to 2017

Assisted in coordinating projects and partnering with tech vendors and outside consultants. Worked effectively in a team environment to accomplish goals as a liaison between customers and sales professionals.

* Trained and managed 17 indirect reports in The Philippines. Improved processes, and exceeded production goals.

Personal Banker

US Bank - Madison, WI
2012 to 2013

Profiled existing and potential customers through financial data gathering. Recognized for generating over \$1 Million in new deposits.

Certifications and Advanced Training (Selected)

AT&T

Account Manager 2 * AT&T National Business Solutions * AT&T Technology * PowerPoint Presentations for Facilitators

Customer Service * Persuading Others * Building Relationships and Credibility * Performance Measurement

Strategic Thinking * Negotiating * Decision Making * Social Engineering Awareness

IBM

Effective Communications * Project Management Leadership * Customer Analytics * Customer Channel Optimization

Digital Customer Engagement * IBM Watson Customer Experience Analytics * Relationship Management

Education

Bachelor of Business Administration degree in Finance

University of Wisconsin - Milwaukee, WI
2009