

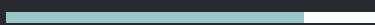


MICHELLE SMITH

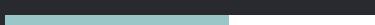
email@email.com
 (541) 754-3010
 1515 Pacific Ave, CA 90291 Los Angeles
 Sant Antonio
 American
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SKILLS

Client Relationship Management



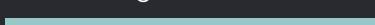
Team Leadership



Strategic Planning



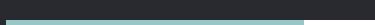
Networking



Talent Development

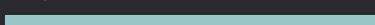


Sales Growth

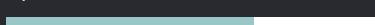


LANGUAGES

English



Spanish



EMPLOYMENT

Global Key Account Manager

Sep 2022 – Apr 2025

Inash Oil & Petroleum, Dallas, TX

Sales performance with current clients increased by 20% following the implementation 6-month account executive exchange programs to company locations abroad.

- Secure global RFP bids for clients totaling ten years and \$800 a million in transaction revenue over contract terms
- Manage a national team of five Account Managers and twenty account executives
- Consistently exceeded annual sales goals during work tenure
- Organized committees responsible for pre-sales and after sales service
- Brought significant growth of 16% in after market sales through creation and implementation of strategic sales and marketing plans as well as talent management pipelines.
- Conceptualization and implementation of national accounts programs to increase brand visibility
- Responsible for monitoring pre- and post-sales quality standards to ensure service excellence across the client territories

Regional Account Manager

Dec 2018 – Aug 2022

Asol Lubricants, Austin, TX

Cultivated over \$550,000 in recurring account sales within 18 months.

- Exceed target growth prospects by 28% via continuous interaction with client stakeholders, to facilitate opportunity surveys
- Post-Sales: Capture intelligence data of client business needs, and competition products used to investigate cross-selling and upselling strategies customized for each client group
- Successfully oversee all projects for current engagement by monitoring commitments concerning quality, effort, cost, and schedule
- Hold a Zero complaint and escalation track record

**Account Manager at Presidion
Petroleum, San Antonio, TX**

Feb 2015 - Nov 2017

Presidion Petroleum, San Antonio, TX

Increased total revenue an average of 12% annually by upselling activities.

- Manage \$6 million in annual sales with recurring clients and hold with complete P&L accountability for fourteen counties in Texas.
- Drive brand management strategies yielding 12+% annual growth of supplementary products to key accounts
- Recover \$1 million in inactive accounts by initiating customer Q& A meetings, demonstrations, and online client education and training webinars
- Expand company service offering to affiliate stores of six main key accounts which doubled client spent turnover
- Decrease transportation costs bay securing service level agreements with local transport providers
- Conduct client interviews for testimonial and referral purposes

EDUCATION

**Bachelor Degree in Advertising and
Marketing**

Apr 2014 - Jan 2017

University of Denver, Denver

**Advanced Diploma in Global Customer
Relationship Management**

Apr 2019

Business College of New York, Brooklyn

COURSES

Certified Key Accounts Manager (CKAM), Udemy, Online, Udemy, Online

May 2016

**Certificate in Project Management,
Certified Institute of Project Managers (CIPM)**

Nov 2021