

# ZACH PHILLIPS

## CLIENT SUCCESS MANAGER



## CONTACT INFORMATION

2079 Kerns Court, Indianapolis, IN 46280  
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## REFERENCES

Stephan Kelly - 317-414-2203  
Regional Manager, Kilroy's Bar and Grill

Robert Chastain - 765-337-2958  
(Prev.) Training Development Manager, Royal United Mortgage

Daniel Oldham - 317-446-4805  
Senior Client Success Manager, Team Leader, Angie's List

## ACADEMIC BACKGROUND

Butler University, Urban Affairs  
August 2007-December 2008

Indiana University, General Studies  
January 2009-May 2012

Butler University, Urban Affairs  
August 2012-May 2013

## CURRENT EMPLOYMENT

### Client Success Manager - Angie's List March 2019-Present

- Manage a portfolio of 300+ accounts with a total dollar value of approximately \$1,300,000+ in annual revenue
- Work with a variety of small business owners in different markets across the U.S. on a daily basis to help improve their advertising campaign to increase their ROI by gradually decreasing their CPC
- Provide excellent customer service to prevent account attrition and help foster a positive, long-term relationship between service providers, Angie's List, and homeowners.

## PREVIOUS EMPLOYMENT

### Team Leader of Lending, Royal United Mortgage, Indianapolis, IN July 2017-March 2019

- Prospected for new clients daily using lead management software as well as any self-generated business
- Received and maintained personal and confidential documents required to process a loan
- Participated in the mass social media marketing program in an attempt to open up new lines of initial contact
- Motivated and supervised teammates in coordination with, and in the absence of, the Assistant Vice President with daily and weekly reward based incentives
- Reported directly to the Vice President 3 times each week regarding my own personal production and KPIs as well as which teammate I was focused on developing that week

### Assistant General Manager, Kilroy's Bar and Grill, Indianapolis, IN July 2013-July 2017

- Created weekly employee schedules
- Took inventory and managed \$60,000+ worth of liquor weekly
- Managed social media marketing platforms in coordination with local graphic designers
- Maintained a safe and enjoyable environment for the guests, and a positive work environment for the employees
- Supervised Front of House employee hiring and training
- Developed new marketing ideas, menu items and company procedures with management team
- Managed general building maintenance including plumbing, electrical and mechanical issues, as well as exterior upkeep

### Law Clerk - Cline, Farrell, Christie, Lee and Bell, P.C. August 2012-July 2013

- Developed a basic social media strategy for Facebook, LinkedIn and a blog based around the firms specialized practice
- Created professional profiles for each attorney and the firm on LinkedIn, Google+ and Facebook
- Organized medical files in chronological order based on medical provider, insurance and collections for quick reference

### Manager, Butch's Grillacatessen and Eatzeria, Bloomington, IN February 2009-July 2012

- Hired on as one of the first employees pre-grand opening
- Developed my kitchen skills from scratch, going from the salad line, to the hot line, to Manager within 1 year.
- Filled in any and all rolls as needed, from dishes, prep work, line cook, cashier, delivery driver, stock boy, janitor and manager, occasionally all within a single shift.

## SKILLS & INTERESTS

I have more recently been developing my skill set in website creation, SEO and driving unique visitors to webpages using paid social media advertising and original content creation. I am currently taking online courses in Python, HTML and Javascript in my free time.