

# Michelle Roberts

## Account Manager

### AREAS OF EXPERTISE

Market research  
Managing Blue Chip clients  
Growing accounts  
Face to face meetings  
Process management  
Processes & procedures  
Customer interaction  
Tenacious and resilient  
Chairing meetings

### PROFESSIONAL

First Aid Qualified  
French speaker  
German speaker

### PERSONAL SKILLS

Dealing with ambiguity  
Problem solving  
Fast thinker

### PERSONAL DETAILS

Michelle Roberts  
Dayjob Ltd  
The Big Peg  
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Driving license: Yes  
Nationality: British

### PERSONAL SUMMARY

A hard working self starter who has a proven ability to pick up the phone, identify potential key clients, build relationships and close new business opportunities. Michelle is a well organised individual who is willing to take full commercial responsibility for issues such as; managing accounts to maximise profit, customer retention, revenue generation, base growth and tenure. She is persistent in her drive for improvement and has an impressive track record of bringing in new business. She currently oversees the management of over 100 corporate accounts which generate financial transactions of over £10 million per annum. Familiar with relationship building, she is able to maintain a good team spirit and liaise effectively with business Partners, Bankers and Accountants. Michelle is currently looking for a suitable position with a company renowned for hiring exceptional people & for giving them unparalleled opportunities to build their careers & capabilities.

### CAREER HISTORY

#### **Utilities Company - Birmingham**

ACCOUNT MANAGER April 2009 - Present

Responsible for working closely with the accounts team to ensure a positive customer experience & a maximization of revenue. In charge of increasing & maintaining customer satisfaction & ensuring that the individual needs of the customer are met.

#### **Duties:**

- Offering a first class service to both potential and existing customers.
- Managing the work of account executives.
- Maintaining accurate reference documentation for internal management.
- Attending trade shows, exhibitions and events.
- Providing weekly metric reports to the client in line with KPIs.
- Manage and develop a growing team of remote Sales Developers.
- Identifying and cultivating new prospects.
- Managing a portfolio of over 20 clients and up to a value of £1 million.

#### **Construction Company - Manchester**

ACCOUNT MANAGER May 2008 – March 2009

### KEY SKILLS AND COMPETENCIES

#### **Account Management attributes**

- First class negotiating, selling and closing skills.
- Strong knowledge of application, solution and major project selling.
- Ability to learn quickly and drive new messages through customer channels.
- Have the ability to sell over the phone and face to face.

### ACADEMIC QUALIFICATIONS

**Birmingham North University** 2005 - 2008

Sales Management BA (Hons)

**Birmingham South College** 2003 - 2005

A Levels: Maths (B) English (A) Physics (C) Geography (A)

**REFERENCES** – Available on request.



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