

Account manager

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PERSONAL STATEMENT

Possessing a successful track record in sales and management, Mary is someone who is able to consistently deliver a high level of performance in any job role. She has the ability to understand a customer's core business needs and to then work quickly with the account team to architect a buying vision around her employers products or services. Having superb communication skills she can effectively use her natural ability to influence internal and external parties. Being highly driven she is able to work under intense pressure to meet deadlines and get things done. She would now like to further an already fruitful career by working in a stimulating and challenging environment that will allow her increase her work experience and abilities even further.

Management



Customer retention skills
Product launching
Accurate record keeping
Customer support
Networking skills
Process management

Sales



Account analysis
Commercial acumen
Territory sales
Delivering presentations
Market trends
Price negotiating

Dynamic



Results orientated
Inspirational
Hard working
Ambitious
Motivated
High energy levels

Smart



Quick learner
Financial awareness
Open to feedback
Detail orientated
Innovative
Imaginative

CAREER HISTORY

IT Company - Birmingham

ACCOUNT MANAGER Apr 2009 – Present

Responsible for maintaining the revenue and gross profit of each account ensuring they remain profitable in line with annual targets, exhausting all additional revenue streams opportunities. Also actively involved in seeking to increase the services offered to clients and thereby increase the income generated from them.

Duties

- Asking for a client's feedbacks & then providing feedback to the marketing units for the purpose of enhancing the quality of service.
- Promptly responding to queries, and ensure promises are kept.
- Project managing the implementation of any new services to clients.
- Monitoring income and expenditure.
- Writing detailed functionality specifications.
- Ensuring that the processes and regulations used in the businesses are continually updated and adhered to.
- Generating ideas for clients and advising them accordingly.
- Ensure effective communication with the customer to ensure all information is provided in a timely, accurate and appropriate way.

Car Dealership - Coventry

ACCOUNT MANAGER Jan 2009 - Apr 2009

Software Company - Birmingham

ACCOUNT MANAGER Aug 2007 - Jan 2009

KEY COMPETENCIES

- Ability to drive new business through existing and emerging technologies.
- Multiple project management.
- A team player with the ability to work under own initiative.
- Able to communicate efficiently – verbally, through social media, in print and on the phone.

ACADEMIC QUALIFICATIONS

Birmingham North University: Business Management BA (Hons) - 2004 - 2007

City & Guilds: Marketing Diploma - 2004

Birmingham South College: A levels - Maths (B) English (A) Business Studies (B) - 2002 - 2004

REFERENCES

Available on request



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