

Margaret Willis

Account Manager

Dayjob Ltd
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PERSONAL STATEMENT

An articulate, enthusiastic and enterprising individual who has over four years experience of working at a blue chip company, enabling her to build a diverse range of skills in account management, marketing and customer support. Margaret is confident communicating at all levels and utilises this to build and retain lasting profitable relationships with important clients. She is well presented, full of ideas, boundless energy and above all has an entrepreneurial spirit which allows her to easily achieve regional sales and activity targets. She is now keen to find a challenging position within an ambitious organisation where she will be able to continue to increase her business knowledge as well as develop her marketing skills.

AREAS OF EXPERTISE

MANAGEMENT

- Handling new campaign start-ups, upgrades and renewals.
- Taking a clients request & translating this into what a project needs to achieve results.
- Demonstrable sales and marketing techniques.
- Ability to interpret data accurately.
- Ensuring timely and effective expedition of any client requests.
- Client/customer facing contact and experience.
- Presenting reports and information to a client.
- Recruiting staff in accordance with a companies terms and conditions of employment.

PERSONAL

- Good 'people skills', for working with a range of colleagues and clients.
- Comfortable working in any customer facing roles.
- Goal oriented "Can Do" attitude.
- Strategic thinker with the ability to execute effectively.
- Ability to negotiate and influence.
- Strong demonstrable decision making skills.
- Able to work under pressure.
- Planning and Organisational Skills.

CAREER HISTORY

Manufacturing Company - Birmingham

ACCOUNT MANAGER April 2009 – Present

Responsible for working a particular territory and managing and growing a client base in it, all whilst at the same time maintaining strong client relationships. Also in charge of providing market leading products and services to customers.

Duties

- To achieve volume targets and objectives as agreed with the Sales Manager.
- Driving the Sales plan for your territory.
- Building trust, loyalty and solid long-term relationships with key decision-makers.
- Complete time sheets and calculate wages, whilst ensuring that wage budgets are not exceeded.
- Producing quality quotations and proposals.
- Regularly review the training and development needs of individuals.
- Supporting the development of new account strategies.
- Logging all customer information including key contacts, minutes of meetings and account development plans.
- Carrying out staff appraisals.
- Reviewing expiring contracts.
- Attend monthly branch meetings to review the performance on contracts.

Machine Supplier - Coventry

ACCOUNT MANAGER June 2008 – April 2009

ACADEMIC QUALIFICATIONS

Birmingham North University 2005 - 2008

BA (Hons) Event Management

Birmingham South School 2003 - 2005

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

REFERENCES – Available on request



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