



NOAH WILLIAMS

Account Liaison

support@qwikresume.com

(123) 456 7899

Los Angeles

www.qwikresume.com

PROFESSIONAL SUMMARY

Accomplished Account Liaison with 10 years of experience in fostering client partnerships and driving business growth. Expertise in enhancing communication between stakeholders to ensure seamless service delivery and strategic alignment. Proven ability to achieve performance targets while delivering exceptional client satisfaction and loyalty through tailored solutions.

WORK EXPERIENCE

Account Liaison

Mar / 2018-Ongoing

Blue Sky Innovations

Chicago, IL

1. Identify and nurture relationships with skilled nursing facilities, physicians, and community referral sources to drive business growth.
2. Develop referral partnerships by engaging with accounts in the field, consistently achieving territory goals.
3. Implement ongoing sales training initiatives to enhance team performance and achieve sales objectives.
4. Create and execute quarterly marketing action plans tailored for key accounts.
5. Collaborate with clinical staff and leadership to deliver exceptional customer service and ensure operational excellence.
6. Act as the primary liaison between operations and referral sources to align services with customer needs.
7. Oversee contract negotiations and renewals, ensuring compliance and satisfaction from customer accounts.

Account Liaison

Mar / 2015-Mar / 2018

Lakeside Apparel Co

Chicago, IL

1. Managed on-site clinic operations, ensuring a high level of service delivery to patients and healthcare providers.
2. Maintained accurate administrative documentation to support compliance and operational efficiency.
3. Represented Apria Healthcare at Stanford Sleep Center, coordinating multiple communication channels effectively.
4. Ensured adherence to regulatory compliance policies and procedures within the healthcare framework.
5. Processed patient orders and coordinated with billing departments to streamline service delivery.
6. Conducted invoice audits to minimize discrepancies and enhance financial accuracy.

EDUCATION

Bachelor of Science in Business Administration

Mar / 2012 - Mar / 2015

University of Phoenix

Portland, OR

Focused on business management, marketing, and customer relations strategies.

SKILLS

Proficient In Crm Software



Advanced Ms Word Skills



Performance Metrics



Training And Development



Adaptability



Crisis Management



INTERESTS

Podcasts

Language Learning

Dancing

Cycling

STRENGTHS

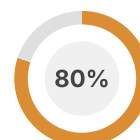
Intuition

Leadership

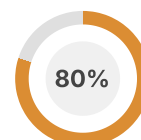
Listening

Mentorship

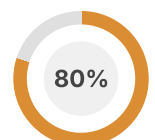
LANGUAGES



English



Spanish



Arabic

ACHIEVEMENTS

Secured contracts with 15 new major clients, boosting annual revenue by 20%.

Implemented a client feedback program that increased retention rates by 30%.