

MIA TAYLOR

Account Operations Manager

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PROFESSIONAL SUMMARY

Accomplished Account Operations Manager with 7 years of experience in enhancing account efficiency and driving client satisfaction. Proven track record in leading cross-functional teams to implement strategic initiatives and optimize operational workflows. Skilled at leveraging data analytics to inform decisions and align services with business objectives, consistently delivering superior client engagement.

WORK EXPERIENCE

Account Operations Manager Mar / 2021-Ongoing
Quantum Solutions LLC Phoenix, AZ

- 1. Oversaw operations for the Bank of America account, managing a team of over 20 staff in mail and reprographics services.
- 2. Launched mail and reprographics services for new client accounts, ensuring seamless integration.
- 3. Managed internal processes to deliver Xerox capabilities, partnering with client delivery managers to enhance service solutions.
- 4. Led the account team in identifying and delivering value-added services to clients.
- 5. Engaged directly with clients to develop and implement in-house catering solutions.
- 6. Directed retail store operations, achieving the highest sales goals and maintaining exemplary loss prevention records.
- 7. Expanded service offerings to clients, enhancing the range of Xerox services deployed in operations.

Account Operations Manager Mar / 2018-Mar / 2021
Lakeside Apparel Co Chicago, IL

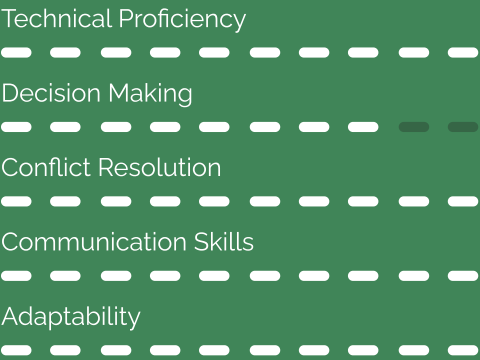
- 1. Developed and implemented account management strategies to optimize client services.
- 2. Analyzed performance metrics to identify areas for operational improvement.
- 3. Facilitated cross-departmental collaboration to enhance service delivery.
- 4. Conducted regular client meetings to ensure satisfaction and address concerns.
- 5. Trained and mentored staff on best practices in account management.

EDUCATION

Bachelor of Business Administration Mar / 2015-Mar / 2018
University of California Toronto, ON

Focused on management and operations, equipping with skills for effective business leadership.

SKILLS



INTERESTS

- Home Brewing
- Wildlife Conservation
- Running
- Public Speaking

STRENGTHS

- Willingness
- Wisdom
- Zeal
- Ingenuity

LANGUAGES



ACHIEVEMENTS

- Enhanced service delivery processes, resulting in a 15% increase in client satisfaction scores.
- Implemented a new reporting system that reduced operational costs by 20% annually.