

EMMA JOHNSON

Client Account Manager

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PROFESSIONAL SUMMARY

Accomplished Client Account Manager with a decade of experience in enhancing client relationships and driving business growth. My expertise in strategic account management and tailored solutions has consistently resulted in increased client satisfaction and retention. I aim to leverage my skills to foster impactful partnerships that contribute to organizational success and client objectives.

WORK EXPERIENCE

Client Account Manager

Maple Leaf Consulting

📅 Jan / 2018-Ongoing

📍 Toronto, ON

1. Lead client meetings to assess and address their needs, ensuring alignment with strategic goals.
2. Design and implement effective account management processes to enhance client satisfaction and retention.
3. Utilize a Customer Relationship Management system to track interactions and optimize service delivery.
4. Collaborate with consultants to deliver tailored solutions for client challenges and objectives.
5. Manage relationships with key stakeholders including plan sponsors and third-party vendors.
6. Oversee the implementation of new retirement plans and the transition of existing accounts.
7. Review and recommend plan design changes to improve client offerings and compliance.

Client Account Manager

Lakeside Apparel Co

📅 Jan / 2015-Jan / 2018

📍 Chicago, IL

1. Generate precise quotes and pricing for new business opportunities, collaborating directly with fitness center decision-makers.
2. Act as a client advocate for software updates and enhancements, ensuring their needs are met.
3. Focus on client retention and revenue growth through proactive engagement and support.
4. Collaborate with implementation teams to ensure a smooth onboarding experience for new clients.
5. Conduct product demonstrations and training sessions to facilitate client adoption.
6. Serve as a key informational resource for clients, marketing, and management on operational matters.

EDUCATION

Bachelor of Business Administration

University of California

📅 Jan / 2012-Jan / 2015

📍 Santa Monica, CA

Focused on marketing and management principles, providing a strong foundation for client account management.

SKILLS

Contract Management

Strategic Account Management

Client Onboarding

Cross-functional Collaboration

ACHIEVEMENTS

- 🌟 Increased client satisfaction scores by 25% through tailored service improvements.
- 🌟 Successfully managed the transition of 15+ client accounts to new service providers, ensuring minimal disruption.
- 🌟 Achieved a 30% growth in annual revenue by implementing strategic upselling techniques.