

ROBERT SMITH

Corporate Account Manager I

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To obtain an entrylevel professional position that utilizes and builds upon my academic, internship, and artistic accomplishments, skills and interests Fluent in English and Spanish; proficient in Italian Leadership trained and experienced Experienced in customer service and communication Formally trained and accomplished dancer.

2005 - 2008

CORPORATE ACCOUNT MANAGER I - ABC CORPORATION

- Developed, reviewed and oversaw contracts for both internal divisions and clients.
- Assisted in the design and development of promotional collateral for organization and clientele.
- Provided front-line customer service to handle and receive incoming inquiries and record customer payments.
- Responsible for handling high-level inbound calls, management of internal calendars, and scheduling of events and promotions.
- Conducted training for clients related to product knowledge and services while continually increasing retention and customer satisfaction.
- Utilized QuickBooks and Constant Contact database to manage client interactions and payment history for accurate record keeping.
- Developed and maintained database of qualified leads through various sales channels to include face-to-face, cold calling, and e-mail marketing campaigns.

2004 - 2005

CORPORATE ACCOUNT MANAGER - ABC CORPORATION

- Designed and implemented comprehensive account calling plans to develop and expand key account relationships.
- Created and delivered executive level presentations.
- Interfaced with CEOs and CFOs of targeted key Fortune 1000 accounts to negotiate and close corporate contracts.
- Maintained quality service for clients resulting in numerous referrals and additional business opportunities.
- SBC Circle of Excellence Winner 2000, 2001, 2002, 2003 Comcast Platinum Club Award Winner 1992, 1993, 1994, 1995, 1996, 1997, 1998 Increased revenue in territory from \$1,000,000 to over \$7,000,000 annually over a five year span.
- Consistently exceed quota every year for 14 straight years Aggressively negotiated long-term contracts with CEOs, CFOs exceeding \$5 million/year in revenue.
- Successfully closed several key Corporate Accounts including Wachovia Bank,

Abington Hospital, Thomas Jefferson Hospital, Main Line Health Systems, Cooper Hospital, Pennsylvania Hospital, Villanova University, FBI..

EDUCATION

Associates - (Los Angeles Harbor College - Los Angeles, CA)

SKILLS

Fluent In Spanish, Proficient in Italian.