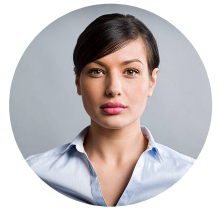


Engagement Manager

 www.qwikresume.com



Accomplished Engagement Manager with 7 years of experience driving client success through strategic project management and relationship building. Expert in aligning stakeholder objectives with operational goals, ensuring seamless communication and project execution. Proven ability to enhance client satisfaction and deliver measurable results through innovative solutions.

Engagement Manager

Jan / 2020-Ongoing

📌 Santa Monica, CA

1. Oversaw client engagement initiatives, ensuring alignment with project timelines and stakeholder expectations.
2. Facilitated communication between clients and internal teams to enhance project delivery and resolve issues.
3. Developed and executed strategic plans that increased customer satisfaction and loyalty.
4. Analyzed client feedback to identify areas for service improvement and implement actionable solutions.
5. Managed budgets and resources effectively to maximize project profitability.
6. Led workshops and training sessions to empower clients and enhance their understanding of services.
7. Monitored project KPIs and reported progress to stakeholders to ensure transparency and accountability.

Jan / 2018-Jan / 2020

📌 Portland, OR

1. Collaborated with the sales team to identify opportunities for upselling and cross-selling services.
2. Conducted comprehensive assessments of client needs to tailor solutions that drive value.
3. Presented project updates and results to executive leadership, showcasing ROI and client impact.
4. Developed strong relationships with key client stakeholders, fostering trust and long-term partnerships.
5. Utilized data analytics to inform strategic decisions and optimize client engagement strategies.
6. Coordinated with cross-functional teams to ensure seamless project execution and client satisfaction.
7. Led cross-functional teams to deliver projects on time, achieving a 95% client satisfaction rate.

Jan / 2016-Jan / 2018

📌 Santa Monica, CA

Focused on strategic management and organizational behavior.

Client Training And Development



Client Relationship Management



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- Led a team that improved client engagement scores by 30% through tailored project delivery.

- 🌟 Negotiated contracts that resulted in a 20% cost reduction for clients without compromising service quality.

- 🌟 Implemented a new client onboarding process that reduced time to engagement by 40%.