

# Inside Account Manager

## ROBERT SMITH

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### Objective

Skilled at organizing complex projects, defining project priorities, and delegating tasks. Skilled at encouraging others and developing rapport. Self-starting, goal-oriented strategist whose confidence, perseverance and vision promote success. Particular areas of expertise include distribution, material management, and warehouse management.

### Skills

Exceptional communication, computer, and problem-solving skills.

### Work Experience

#### Inside Account Manager

##### Staples/Schoolkidz LLC - 2005 - 2020

- Ensured understanding of all elements of any technical campaign - decision process, success criteria, committed usage upon success, run rate impact, AE resources required and, of course, solving the customers problem.
- Established regular meetings with specific customer management to support successful campaigns
- Aligned with account team on business opportunities and build up the engagement tracking mechanism to ensure ability to summarize data and communicate progress vs plan across multiple accounts effectively
- Defined, tracked and reported the priorities for all engagements at every stage and communicate closely with technical management helping to prioritize engagements and short vs. long-term objectives
- Built strong customer relationships to enable the establishment of strategic relationships for Mentor in product/technology
- Served as the key field resource to summarize competitive threats and opportunities
- Collected and communicated customer feedback, competitive information, and general field intel

#### Inside Account Manager

##### Delta Corporation - -

- Increased station revenue by \$50-70,000 per month Successfully manage logistics and supply chain for the 3rd largest gaming machine manufacturer in .
- Responsible for growing specific customer revenue from \$60,000 to over \$250,000 per month Developed relationships with new and existing customers .
- Drove and supported sales into the Northeast regions of the US and Canada Achieved 113% of quota for the 2014-2015 fiscal year.
- Include building Direct Business in the high education market segment, develop new accounts, maintain current customer base, exceed customers .
- Grow business incrementally to exceed expectations.
- Territory visits to gain customer mind share and understand physical location and how it relates to long-term customer goals.

- Included building Direct Business customer satisfaction resulting in ongoing business relationship.

## Education

General - (Kankakee Community College - Kankakee, IL)