

Objective

Strategic and forward-thinking account and relationship management professional offering 10+ years of success managing high-value client relationships in the health care service industry. Record of growing revenue by winning new and existing business through proactive, client-focused satisfaction initiatives. Cultivates lasting and profitable professional relationships. Demonstrated ability to identify cost and efficiency-improving solutions for clients and company alike to realize immediate, impactful contributions.

Skills

Inventory management, Audio system designs, Audio installation,.

Work Experience

Installation Manager III

ABC Corporation - 2010 – 2012

- Facilitate seamless implementation of new health plan and Medicare clients into internal system and deliver on-going service to meet all customer requirements.
- Oversee installation process from beginning to completion, coordinating with clients and internal departments alike to build lasting business relationships.
- Identify and mitigate risk, document client progress, and provide proactive post-installation support.
- Create and monitor installation timelines to ensure completion of all client requirements within project timeframes.
- Conduct installation meetings with clients and document all customer requests.
- Produce regular summary reports for senior leadership.
- Manage mail pharmacy, customer service, and pharmacy service operations.

Installation Manager

ABC Corporation - 2009 – 2010

- Handled scheduling for foundation repair, Concrete, Polyurathane and mudjacking jobs.
- Set up appointments for leads.
- Handled all the permits for each job.
- Was the liaison between the customer and the engineer.
- Involved with the Marketing, and Accounting.
- Sent out Estimates for leads as well as Invoicing, warrantys, and transfer of warrantys.
- Answered phones and emails.

Education

Bachelor of Arts in Telecommunications - (Indiana University - Bloomington, IN)