

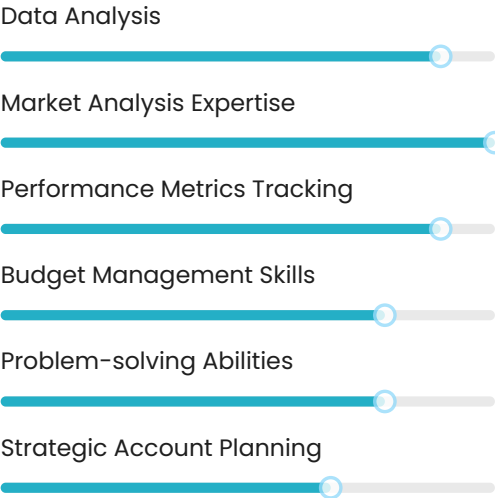


HARPER LEWIS

Lead Account Manager – Assistant Role

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SKILLS



INTERESTS

- DIY Projects
- Crafting
- Meditation
- History

STRENGTHS

- Humility
- Innovation
- Insightfulness
- Integrity

LANGUAGES



ACHIEVEMENTS

- Improved client retention rates by 30% through enhanced service delivery and relationship management.
- Achieved a 20% increase in upselling opportunities by implementing targeted client engagement strategies.

PROFESSIONAL SUMMARY

Results-oriented account manager with 2 years of experience enhancing client satisfaction and driving business growth. Proficient in account management, relationship building, and service optimization. Dedicated to delivering exceptional client experiences while aligning services with organizational strategies for mutual success.

WORK EXPERIENCE

Lead Account Manager – Assistant Role
Maple Leaf Consulting
Apr / 2024–Ongoing
Toronto, ON

- Managed the implementation of new products and enhancements, collaborating with various departments to ensure seamless integration.
- Consistently exceeded growth targets in assigned territories, contributing significantly to overall revenue.
- Partnered with implementation teams to ensure smooth transitions for new incoming business.
- Adopted a consultative approach to improve clients' overall service experiences, leading to higher satisfaction.
- Collaborated with cross-functional teams to resolve service requests promptly, ensuring client needs are met efficiently.
- Boosted Customer Service scores from 47 to 94 in five months through strategic improvements.
- Trained and managed a team of 7 Account Managers, overseeing daily operations and reporting to upper management.

Lead Account Manager
Crescent Moon Design
Apr / 2023–Apr / 2024
Portland, OR

- Acquired quality customers with integrity, enhancing the client base for the organization.
- Developed strong client relationships to assist in product functionality and satisfaction.
- Conducted training sessions for Account Managers on system navigation and best practices.
- Demonstrated critical thinking and problem-solving skills while maintaining a customer-first attitude.
- Served as Lead Account Manager for the company's largest account, responsible for over 40% of revenue.
- Mentored a team of 4-6 Account Managers, guiding their daily activities and professional development.

EDUCATION

Bachelor of Business Administration
University of Pennsylvania
Apr / 2022–Apr / 2023
Phoenix, AZ

Studied business principles with a focus on marketing and client relations.