



# AVA DAVIS

## Senior Account Manager

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles 🌐 www.qwikresume.com

### PROFESSIONAL SUMMARY

Strategic Senior Account Manager with over 7 years of experience in cultivating client relationships and driving business growth. Proficient in identifying market opportunities and aligning solutions with client needs. Demonstrated success in leading teams, managing complex projects, and enhancing account performance to exceed revenue targets. Committed to delivering exceptional client satisfaction and fostering long-term partnerships.

### WORK EXPERIENCE

**Senior Account Manager Supervisor** 📅 Jan / 2020-Ongoing  
**Seaside Innovations** 📍 Santa Monica, CA

- 1. Leveraging strategic partnerships to enhance business growth and achieve shared objectives.
- 2. Developing comprehensive insights into client challenges and the competitive landscape to drive value.
- 3. Facilitating quarterly business reviews with clients to assess performance against KPIs and explore new opportunities.
- 4. Leading cross-functional teams to ensure alignment in account vision and effective delivery.
- 5. Coordinating resources to meet shared goals and enhance outcomes.
- 6. Advocating for client needs within internal teams to foster a culture of service excellence.
- 7. Addressing client service issues as a primary point of escalation, ensuring swift resolution.

**Senior Account Manager – Temp** 📅 Jan / 2018-Jan / 2020  
**Crescent Moon Design** 📍 Portland, OR

- 1. Ensuring alignment of project initiatives with client branding and strategic objectives.
- 2. Overseeing workflow for all campaigns to ensure timely execution and alignment.
- 3. Maintaining expert knowledge of clients' businesses and industry trends to inform strategy.
- 4. Proactively identifying and resolving team and client issues, engaging leadership support as needed.
- 5. Facilitating meetings to clarify expectations regarding deliverables and next steps.
- 6. Managing SOWs, tracking budgets, and monitoring account profitability.

### EDUCATION

**Bachelor of Business Administration** 📅 Jan / 2016 – Jan / 2018  
**University of California, Los Angeles** 📍 Portland, OR  
Focused on marketing and management principles.

### SKILLS

Strategic Project Management

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Client Relationship Management

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Advanced Microsoft Office Skills

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Microsoft Project Management Software

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Effective Presentation Skills

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### INTERESTS

🎮 Gaming

👜 Fashion

🎬 Film

💻 Technology

### STRENGTHS

⚖️ Fairness

↔️ Flexibility

➡️ Forward-thinking

❤️ Gratitude

### LANGUAGES

English

Italian

Russian

### ACHIEVEMENTS

- ★ Increased client retention rates by 25% through enhanced service delivery and relationship management.
- ★ Developed and implemented a strategic initiative that boosted revenue by 30% within one fiscal year.
- ★ Achieved a 95% client satisfaction score by conducting regular feedback sessions and adapting services accordingly.