



LIAM ANDERSON

Senior Account Specialist

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📍 Los Angeles

🌐 www.qwikresume.com

PROFESSIONAL SUMMARY

Seasoned Senior Account Specialist with 5 years of experience in managing client accounts and enhancing service delivery. Expertise in developing strategic initiatives that align with client goals, resulting in improved satisfaction and retention. Committed to leveraging analytical insights to drive account growth and foster strong partnerships with stakeholders.

WORK EXPERIENCE

Senior Account Specialist

Pineapple Enterprises

📅 Mar / 2022-Ongoing

📍 Santa Monica, CA

1. Conducts strategy meetings with health plan staff to align services with client goals.
2. Prepares presentations demonstrating program value and identifies opportunities for support.
3. Oversees accounts for 530,000 health plan lives across 20 markets, generating over \$9 million annually.
4. Collaborates with Client Relations teams to enhance client engagement and meet objectives.
5. Builds and maintains relationships with health plan representatives to optimize service delivery.
6. Supports sales and marketing efforts by identifying expansion opportunities for products.
7. Implements initiatives to ensure compliance with service level objectives and performance guarantees.

Senior Account Specialist

Silver Lake Enterprises

📅 Mar / 2020-Mar / 2022

📍 Seattle, WA

1. Prepared pre-sale presentations and coordinated product specifications to support sales efforts.
2. Managed customer inquiries regarding payment programs and solutions for account delinquencies.
3. Assisted customers in developing plans to improve their credit scores.
4. Collaborated with team members to achieve monthly performance and service goals.
5. Participated in scheduling and operational duties to optimize team effectiveness.
6. Monitored credit reports for delinquent accounts and negotiated settlement offers.

EDUCATION

Bachelor of Business Administration

University of Florida

📅 Mar / 2018-Mar / 2020

📍 Denver, CO

Focused on business management and client relations.

SKILLS

Strategic Planning



Networking Skills



Communication Skills



Team Leadership



Time Management



Conflict Resolution



INTERESTS

🎧 Podcasts

🗣 Language Learning

🎵 Dancing

🚴 Cycling

STRENGTHS

🔮 Intuition

👥 Leadership

🎧 Listening

👤 Mentorship

LANGUAGES



English



French



Swahili

ACHIEVEMENTS

★ Increased client retention rates by 20% through enhanced service initiatives.

★ Successfully managed accounts generating over \$9 million in annual revenue.