

HARPER LEWIS

Senior Sales Account Specialist III

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PROFESSIONAL SUMMARY

Accomplished Senior Sales Account Specialist with 7 years of experience driving revenue growth by optimizing client engagement and account management strategies. Expertise in identifying market opportunities and implementing tailored solutions that enhance customer satisfaction. Proven success in building strong relationships with clients and cross-functional teams to achieve business objectives.

WORK EXPERIENCE

Senior Sales Account Specialist III

📅 Mar / 2020-Ongoing

WidgetWorks Inc.

📍 Denver, CO

1. Supervised a team of 11 within the Customer Service and Cashier Department, enhancing service delivery and operational efficiency.
2. Ensured compliance with HIPAA regulations while managing sensitive patient information and processing payments.
3. Developed and implemented training programs for new hires, enhancing team performance and customer service quality.
4. Set and monitored weekly performance goals, driving a culture of accountability and excellence in client interactions.
5. Established and enforced company policies to ensure adherence among team members, maintaining a high standard of service.
6. Handled escalated customer inquiries, resolving issues to enhance client satisfaction and loyalty.
7. Maintained a minimum call drop ratio of 4%, optimizing customer interaction efficiency.

Senior Account Specialist

📅 Mar / 2018-Mar / 2020

Lakeside Apparel Co

📍 Chicago, IL

1. Generated new revenue streams by processing credit card balance transfers and cash advances, successfully onboarding new credit accounts.
2. Served as a Peer Advisor, contributing to a 15% increase in monthly sales through mentorship of new hires.
3. Leveraged strong relationship-building skills to drive growth in a highly competitive market as a Senior Account Specialist.
4. Managed business-to-business sales and logistics, enhancing operational efficiency within the Denver International Airport branch.
5. Achieved recognition as a top performer, ranking in the top 5 sales at DIA and the top 40% across all Colorado branches.
6. Reviewed and approved credit limits for new customers, ensuring timely processing of invoices and cash receivables.

EDUCATION

Bachelor of Business Administration

📅 Mar / 2016-Mar / 2018

University of Denver

📍 Seattle, WA

Studied business management principles with a focus on sales and marketing strategies.

SKILLS

Client Communication



Customer Relationship
Management



Client Engagement



Market Research



ACHIEVEMENTS

- 🌟 Increased annual sales by 25% through strategic account management and targeted client engagement.
- 🌟 Successfully managed a portfolio of 50+ accounts, achieving a 95% customer retention rate.