

ROBERT SMITH

Technical Account Manager-QA

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Enthusiastic, quick learner who excels at meeting critical deadlines for multiple simultaneous tasks in a fast-paced environment and always eager for the next challenge. Experienced as a Technical Account Manager-QA with analyzing large data sets and communicating complex findings succinctly to international stakeholders.

EXPERIENCE

Technical Account Manager-QA

ABC Corporation - OCTOBER 2008 - AUGUST 2012

- Maximized operations success by managing colocation services within the data centers.
- Establishing a specialized data center-managed services offering, providing various services to external customers.
- Expertly outlined operational and security best practices by developing and communicating highly effective processes.
- Liaised among sales teams to engage external customers, vendors, and internal resources to develop, document, and deliver data center.
- Managed services, including coordinating the standardization of customer solution design processes.
- Drove efficiency by providing guidelines for data center customer audits and assisting with obtaining key certifications, along with proactively working with third-party consultants.
- Grew business with Customers from \$2.5 million annually to \$6.9 million annually.

Technical Account Manager

Amazon.com - 2007 - 2008

- Grand Forks, North Dakota Provides prompt and efficient service to Amazon Sellers and Merchants including the appropriate escalation of Sellers issues.
- Builds Platform and business knowledge to better serve sellers Maintains a positive and professional demeanor always portraying the company in a positive light and effectively managing sensitive issues.
- Demonstrates excellent time-management skills and the ability to work independently knowledge while using departmental resources, policies, and procedures.
- Contributes to a positive team environment and proactively aids team members with difficult contacts as needed.
- Maintains acceptable performance metrics such as quality, productivity, first contact resolution, and attendance.
- Actively seeks solutions through logical reasoning and data interpretation skills and identifies trends to appropriate channel

including improvement suggestions.

- Liaise with other departments such as Customer Service, Merchant Investigations, or Payments teams as required to resolve Sellers issues and questions.

EDUCATION

- Business Management - 2006(Regis University - Denver, CO)

SKILLS

Leadership, Mentoring, Operations Management, IT Management, Service Delivery, Implementation, Used Service Delivery, Implementation, ITIL, Compliance of Audits.