

CLIENT NAME

1147 Street Dr E., Ottawa, ON
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ACCOUNT MANAGEMENT PROFESSIONAL

Account Management Professional with a strong work history in sales, customer service, marketing, and training. **Praised by management** for linking people and products, reaching goals, and **exceeding objectives**. Successfully identifies and **implements growth opportunities**. Positive and approachable, with solid communication and interpersonal skills for mutually beneficial relationships with customers and staff. Known for **superior attention to detail**, strong self-motivation, and work ethic.

Strategic Planning | Team Leader | Client Relationship Management
Methodical | Reliable | Decisive | Detail-Oriented | Solution-Driven | Effective Leader

WORK HISTORY

ACME MONITORING CORPORATION, Toronto, ON

March 2014 - Present

Service Coordinator / Service Sales Coordinator

Promoted to Service Sales Coordinator less than one year after being hired. Coordinate and schedule preventative maintenance for hazardous gas detection systems. Responds to email and telephone inquiries and provide quotations for service, repairs & emergency calls. Schedules eight technicians for work in Ontario, Quebec, Nova Scotia & New Brunswick.

- Updated prospective client list by building a database of existing customers using outdated products.
- Contacted existing clients and quoted upgrades to gas monitoring systems.
- Coordinated with electricians to subcontract the installation portion of the project.
- Ensured exceptional customer service by answering questions / quotes in a timely manner and by following up with clients.
- Ensured jobs were completed accurately by collaborating with and following up with technicians, Service Coordinator and site contacts.

TECH COMPANY, Ottawa / Ottawa, ON

June 2010 – March 2014

Store Manager (2011 -2014)

Recruited to overhaul and revitalize an underperforming store, managed one existing staff member and three new hires. Performed daily store duties such as scheduling, assigning staff duties, analyzing metrics, setting store/individual goals, weekly paperwork, etc.

- Doubled store's sales numbers in one month and tripled numbers within two months.
- Led the company in sales and home cable services each and every month.
- Maintained 100% level of certification for myself and sales representatives by developing and implementing training programs and providing regular training opportunities.
- Trained and promoted four representatives to the Small Business Specialist role, all of whom now are in the top 10 reps of the company every month.
- Recipient: **Top Sales Associate Award** for Tech Home Services

Business Account Manager (2010 -2011)

Handled daily store operations, served clients, trained new / existing staff on sales and products.

- Prospected for business opportunities by scouting out new territories in the city and area.
- Promoted brand within the community by re-establishing and renewing business relationships.
- Received commendations for high sales rates and customer satisfaction and won several sales contests and promotions while participating in company events and functions.
- Increased sales by planning marketing strategies such as off-sites and social media campaigns.

COMMUNICATIONS R US, Toronto, ON

January 2010 – June 2010

Business Account Manager

Provided customer service regarding retail and business sales for cellular products.

Also served outbound corporate sales for cell phone dealership.

- Drew new business into the store during slow periods by leading outbound initiatives.
- Promoted services and helped clients to develop skills by hosting training seminars.

ESP COMMUNICATIONS, Toronto, ON

November 2008 – January 2010

Store Manager

Promoted to Store Manager after just one month of employment. Managed 15 staff members in retail environment. Created staff schedule, led staff meetings, and supervised / assisted staff.

- Developed and implemented new policies / procedures and incentives for sales representatives.
- Promoted excellence by working with sales reps to set and achieve goals by providing reviews.
- Obtained the highest percentage above-targets for November and December of 2008.
- Awarded Highest Growth Award for Retail Location at Smith Mall, Toronto.
- Received **top customer satisfaction rating** for six consecutive months out of all Ontario dealership stores.

TRAINING EXPERIENCE

Sales training - Cell Phone Communications, 2006-2014

Salesforce.com Training, 2014

TECHNICAL SKILLS

Windows & Apple OS and all mobile OS (iOS, Android, Windows Mobile, Blackberry),

MS Office Suite (Word, Excel, Power Point, Access)

AFFILIATIONS

Referee / Timekeeper: Minor Hockey Association, 1996 – Present

Member: Majors Golf Tour, 1999-2002

Member: Business Networking International, 2012-2014

