

INSIDE ACCOUNT MANAGER

Summary

Inside Account Manager with eight years experience at SHI to fill Inside Sales Team Manager position. Strong organizational, analytical, problem resolution skills and vast account knowledge.

Highlights

- Team leadership
- Customer service expert
- Experienced in volume licensing
- Staff training
- Excellent time management
- Organized and meticulous
- Computer-savvy
- Adept multi-tasker

Experience

Company Name City , State Inside Account Manager 06/2006 to Current

- Daily responsibilities include quoting, customer relations, and order management.
- Experience in training new hires to develop necessary skills and techniques to meet the needs of our clients.
- Constant adaptation to new opportunities and challenges for the multiple accounts handled.
- Developed empathetic client relationships and earned reputation for exceeding service expectations.
- Exclusively handles Microsoft SPLA, Sandia National Labs account, and multi-year \$8M Novell contract.

Company Name City , State Event Manager and Sales Associate 09/2005 to 05/2006

- Responsible for stock management, customer relations and providing knowledgeable assistance.
- Leader of demonstrations for various gaming products.
- Earned Joy Maker award for outstanding customer service.

Company Name City , State House Manager and Box Office Sales 09/2003 to 05/2005

- Experienced in customer relations, staff training, and sales.
- Utilized computer databases and multiple applications.
- Acted as a liaison between performers, directors, and patrons to keep events on schedule.

Skills

Sales Center, AX, SHOES, CRM, SharePoint, Catalog Management, Outlook, Excel, Power Point, Word, Lockheed Martin Procure To Pay, Sandia Oracle Storefront

Education

Bachelor of Arts : Psychology 2005 The College of New Jersey , City , State