

Lisa Paulsen, Account Manager

1515 Pacific Ave, Los Angeles, CA 90291, United States, email@email

Place of birth	San Antonio	Driving license	Full
Nationality	American		

LINKS [Twitter](#), [LinkedIn](#)

PROFILE *Dedicated Account Manager, bringing 10 years' experience in corporate client services in the Oil and Petroleum sector. A proven record in managing corporate key accounts in excess of \$100 million per annum., Extensive tenure in managing a vast network of key accounts executives. Proven skill at managing multiple projects at one time. Confident public speaking and communication skills.*

EMPLOYMENT HISTORY

Sep 2016 – Apr 2019 **Global Key Account Manager, Inash Oil & Petroleum** Dallas, TX

Sales performance with current clients increased by 20% following the implementation 6-month account executive exchange programmes to company locations abroad.

- Secure global RFP bids for clients totaling ten years and \$800 million in transaction revenue over contract terms
- Manage a national team of five Account Managers and twenty account executives
- Consistently exceeded annual sales goals during work tenure
- Organized committees responsible for pre-sales and after sales service
- Brought significant growth of 16% in aftermarket sales through creation and implementation of strategic sales and marketing plans as well as talent management pipelines.
- Conceptualization and implementation of national accounts programs to increase brand visibility
- Responsible for monitoring pre and post-sales quality standards to ensure service excellence across the client territories

Dec 2012 – Aug 2016 **Regional Account Manager, Asol Lubricants** Austin, TX

Cultivated over \$550,000 in recurring account sales within 18 months.

- Exceed target growth prospects by 28% via continuous interaction with client stakeholders, to facilitate opportunity surveys
- Post-Sales: Capture intelligence data of client business needs, and competition products used to investigate cross-selling and upselling strategies customized for each client group
- Successfully oversee all projects for current engagement by monitoring commitments concerning quality, effort, cost, and schedule
- Hold a Zero complaint and escalation track record
- Developing accounts executive's potential thru periodic appraisals, training plans, and mentorship

Feb 2010 – Nov 2012 **Account Manager, Presidion Petroleum** San Antonio, TX

Increased total revenue an average of 12% annually by upselling activities.

- Manage \$6 million in annual sales with recurring clients and hold with complete P&L accountability for fourteen counties in Texas.
 - Drive brand management strategies yielding 12+% annual growth of supplementary products to key accounts
 - Recover \$1 million in inactive accounts by initiating customer Q& A meetings, demonstrations, and online client education and training webinars
 - Expand company service offering to affiliate stores of six main key accounts which doubled client spent turnover
 - Decrease transportation costs bay securing service level agreements with local transport providers
 - Conduct client interviews for testimonial and referral purposes
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EDUCATION

Apr 2008 – Jan 2011 **University of Denver, Bachelor Degree in Advertising and Marketing** Denver, CO

Apr 2019

**Business College of New York, Advanced Diploma in Global
Customer Relationship Management**

Brooklyn, NY

SKILLS	Strategic Customer Relations	Expert	Upselling & Cross-Selling Techniques	Expert
	Marketing Analytics	Expert	Corporate Consulting	Expert
	Market Research	Expert	Client Retention	Expert
	Client Expansion Activities	Expert	Leadership	Expert
	Networking	Expert	Negotiations	Expert
	Budgeting	Experienced	Project Management	Experienced

COURSES

Apr 2013 – Apr 2014 **Certified Key Accounts Manager (CKAM), Udemy, Online,
Udemy, Online**

Nov 2010 – Nov 2011 **Certificate in Project Management, Certified Institute of
Project Managers (CIPM)**

LANGUAGES	English	Native speaker	Dutch	Native speaker
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HOBBIES Skiing, Hiking, Cycling

Aug 2017 **Global Big Brother Initiative**
Conduct online discussion sessions with graduates in the accounts management field.