

# LISA PAULSEN

Account Manager

## INFO

### ADDRESS

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

### EMAIL

email@email

## LINKS

[Twitter](#)

[LinkedIn](#)

## SKILLS

Strategic Customer Relations

Upselling & Cross-Selling Tec...

Marketing Analytics

Corporate Consulting

Market Research

Client Retention

Client Expansion Activities

Leadership

## 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

### Global Key Account Manager, Inash Oil & Petroleum

Dallas, TX

Sep 2016 - Apr 2019

*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

### Regional Account Manager, Asol Lubricants

Austin, TX

Dec 2012 - Aug 2016

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

Networking



Negotiations



Budgeting



Project Management



## LANGUAGES



English



Dutch



## HOBBIES



Skiing, Hiking, Cycling

- 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

### Account Manager, Presidion Petroleum

San Antonio, TX

Feb 2010 - Nov 2012

*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 by securing service level agreements with local transport providers
- Conduct client interviews for testimonial and referral purposes

## EDUCATION

### University of Denver, Bachelor Degree in Advertising and Marketing

Denver, CO

Apr 2008 - Jan 2011

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

Brooklyn, NY

Apr 2019

## COURSES

### Certified Key Accounts Manager (CKAM), Udemy, Online, Udemy, Online

Apr 2013 - Apr 2014

**Certificate in Project Management, Certified Institute of Project Managers (CIPM)**

Nov 2010 – Nov 2011

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**Global Big Brother Initiative**

Aug 2017

*Conduct online discussion sessions with graduates in the accounts management field.*