

LISA PAULSEN

ACCOUNT MANAGER

INFO

ADDRESS

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

EMAIL

email@email

PLACE OF BIRTH

San Antonio

DRIVING LICENSE

Full

NATIONALITY

American

LINKS

[Twitter](#)

[LinkedIn](#)

SKILLS

Strategic Customer
Relations



Upselling & Cross-Selling
Techniques



Marketing Analytics



Corporate Consulting



Market Research



Client Retention



Client Expansion Activities



Leadership



Networking



Negotiations

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.

- 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



Budgeting



Project Management



LANGUAGES

English



Dutch



HOBBIES

Skiing, Hiking, Cycling

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

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

Global Big Brother Initiative

Aug 2017

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