



Lisa Paulsen

Account Manager

Los Angeles, United States email@email

Details

1515 Pacific Ave

Los Angeles, CA 90291, United States

Date / Place of birth

San Antonio

Nationality

American

Driving license

Full

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



Budgeting



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

Dallas, TX

Global Key Account Manager at Inash Oil & Petroleum

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

Austin, TX

Regional Account Manager at Asol Lubricants

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

Project Management



Languages

English



Dutch



Hobbies

Skiing, Hiking,
Cycling

Feb 2010 – Nov 2012

San Antonio, TX

Account Manager at Presidion Petroleum

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

Apr 2008 – Jan 2011

Denver, CO

University of Denver

Bachelor Degree in Advertising and Marketing

Apr 2019

Brooklyn, NY

Business College of New York

Advanced Diploma in Global Customer Relationship Management

Courses

Apr 2013 – Apr 2014

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

Nov 2010 – Nov 2011

Certificate in Project Management at
Certified Institute of Project Managers
(CIPM)

Aug 2017

Global Big Brother Initiative

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