



# Lisa Paulsen

Account Manager

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

**PLACE OF BIRTH** San Antonio

**DRIVING LICENSE** Full

**EMAIL** email@email

**NATIONALITY** American

**LINKS** [Twitter](#), [Linkedin](#)

## 01 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.*

## 02 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

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

### 03 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

### 04 SKILLS

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

## 05 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)**

## 06 LANGUAGES

English

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Dutch

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## 07 HOBBIES

Skiing, Hiking, Cycling

## 08

Aug 2017

**Global Big Brother Initiative**

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