

Lisa Paulsen



Account Manager

Address	1515 Pacific Ave, Los Angeles, CA 90291, United States	Email	email@email
Place of birth	San Antonio	Nationality	American
Driving license	Full	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

09/2016 – 04/2019

Global Key Account Manager at 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

12/2012 – 08/2016

Regional Account Manager at 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

02/2010 – 11/2012

Account Manager at 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

03 EDUCATION

04/2008 – 01/2011

University of Denver

Denver, CO

Bachelor Degree in Advertising and Marketing

04/2019

Business College of New York

Brooklyn, NY

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

04/2013 – 04/2014

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

11/2010 – 11/2011

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

06 LANGUAGES

English



Dutch



07 HOBBIES

Skiing, Hiking, Cycling

08

08/2017

Global Big Brother Initiative

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