



# LISA PAULSEN

Account Manager 📍 LOS ANGELES, CA 90291, UNITED STATES

## ○ DETAILS ○

1515 Pacific Ave, Los Angeles, CA  
90291, United States  
[email@email](mailto:email@email)

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

### Global Key Account Manager at Inash Oil & Petroleum, Dallas, TX

September 2016 – April 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 at Asol Lubricants, Austin, TX

December 2012 – August 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 at Presidion Petroleum, San Antonio, TX

February 2010 – November 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.

Project Management

○ LANGUAGES ○

English

Dutch

○ HOBBIES ○

Skiing, Hiking, Cycling

- 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, Denver, CO

April 2008 – January 2011

Degree: Bachelor Degree in Advertising and Marketing

Business College of New York, Brooklyn, NY

April 2019

Degree: Advanced Diploma in Global Customer Relationship Management



## COURSES

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

April 2013 – April 2014

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

November 2010 – November 2011



Global Big Brother Initiative

August 2017

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