

# BRUCE WILLIAMS

## Key Accounts Manager

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

(541) 754-3010

email@email.com

Place of birth ..... *San Antonio*      Driving license ..... *Full*

### LINKS

*[Facebook](#), [Linkedin](#)*

### PROFILE

*Passionate Key Accounts Manager at an established publishing house with seven years of experience managing several key client accounts. I am responsible for business expansion and strategic planning, with the main focus on customer experience. A team player with excellent written and verbal communication skills, well organized, and eager to expand my career as an account manager*

### EMPLOYMENT HISTORY

❖ **Senior Key Accounts Manager, Fruit and Veggie Land** ..... Jan 2020 — Present  
Jacksonville

*Improved client satisfaction ratio by 12% over the last two years by implementing feedback tools.*

- Set up and help with a sales strategy for new ranges of services and products
- Acquire new clients
- Maintaining knowledge of competitors and industry.
- Ensure highly professional support to customers.
- Deliver sales pitches
- Influence sales strategies
- Give creative marketing strategies
- Assist in digital and social marketing strategies.
- Manage complex issues and find solutions to fit customers.
- Generate new accounts
- Responsible for completing contracts and tracking progress.
- Train and supervise team(s).
- Research industry trends, concepts, and techniques.

❖ **Key Accounts Manager, PHP Financial Services** ..... Jan 2018 — Jan 2020  
Olsberg

*The average timeframe of contracts under my management span between three to eight years. No contract for which I am responsible has been canceled.*

- Build and maintain lasting relationships with clients.
- Develop relationships with stakeholders and executive sponsors.
- Deliver solutions to clients' needs and objectives.
- Collaborate with the sales and marketing teams to expand client base and enhance the existing customer experience.
- Manage complicated client requests and issues.
- Regular reporting on client accounts.

❖ **Assistant Key Accounts Manager, ASL Merchant Bank** ..... Jan 2014 — Dec 2017  
Manhattan

*The key accounts under my management generate 28% of my company's yearly revenue. (Year-in-review)*

- Build trustworthy relationships with major clients
- Understand key customers' needs and requirements
- Build and maintain relationships with existing customers by meeting their objectives and propose solutions to issues and problems.
- Make sure the correct services and products are delivered to the customers
- Delivery of products and services to be on time.
- Be the link between the clients and teams and departments within the company.

- Deal with complaints to maintain trust with clients.
- Prepare reports and forecasts.

## EDUCATION

❖ **Hitotsubashi University Graduate School of International Corporate Strategy** ..... Nov 2020 — Nov 2020  
Tokushima

*International Business Strategy Diploma*

❖ **Harvard University** ..... Jan 2018 — Dec 2019  
Cambridge

*Masters in Business Administration*

❖ **Michigan Ross School of Business** ..... Nov 2020 — Nov 2020  
Ann Arbor

*Bachelor Degree in Business Administration*

- Majors: Business Administration
- Minors: Accounting, Business Law, Communications

## SKILLS

Problem Solving	<i>Expert</i>	Analytics	<i>Expert</i>
Adaptability	<i>Expert</i>	Social Media	<i>Expert</i>
Time Management	<i>Expert</i>	Cloud-Based Collaboration Platforms	<i>Expert</i>
Leadership	<i>Expert</i>	CRM Systems	<i>Expert</i>
Adobe Illustrator	<i>Expert</i>	Quality Control	<i>Expert</i>
Customer Service	<i>Expert</i>	Report Writing	<i>Expert</i>
Communication Skills	<i>Expert</i>	Feedback Mechanisms	<i>Expert</i>
Marketing Strategy	<i>Expert</i>	Public speaking	<i>Expert</i>
Business Strategy	<i>Expert</i>	Enthusiasm	<i>Expert</i>
Microsoft Office	<i>Expert</i>	Leadership	<i>Expert</i>
Business Development	<i>Expert</i>	Driven	<i>Expert</i>
Budgets	<i>Expert</i>	Self Motivated	<i>Expert</i>
Research	<i>Expert</i>	Target Orientated	<i>Expert</i>

## HOBBIES

*Cycling, Swimming*

## LANGUAGES

English ..... *Native speaker*      German ..... *Very good command*

## COURSES

❖ **Labor Relations Certificate** ..... Nov 2020 — Nov 2020  
*Inhouse*

❖ **SalesForce Super User** ..... Nov 2020 — Nov 2020  
*Inhouse*