

# Bruce Williams



## Key Accounts Manager

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<b>Email</b>	email@email.com	<b>Place of birth</b>	San Antonio
<b>Driving license</b>	Full	<b>Links</b>	<a href="#">Facebook</a> , <a href="#">LinkedIn</a>

## 01 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*

## 02 EMPLOYMENT HISTORY

01/2020 — Present

### **Senior Key Accounts Manager at Fruit and Veggie Land**

*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.

01/2018 — 01/2020

### **Key Accounts Manager at PHP Financial Services**

*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.

01/2014 — 12/2017

### **Assistant Key Accounts Manager at ASL Merchant Bank**

*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.

## **03 EDUCATION**

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Nov 2020 — Nov 2020

### **Hitotsubashi University Graduate School of International Corporate Strategy**

*Tokushima*

International Business Strategy Diploma

Jan 2018 — Dec 2019

### **Harvard University**

*Cambridge*

Masters in Business Administration

Nov 2020 — Nov 2020

### **Michigan Ross School of Business**

*Ann Arbor*

Bachelor Degree in Business Administration

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

## 04 SKILLS

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

## 05 HOBBIES

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Cycling, Swimming

## 06 LANGUAGES

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English	● ● ● ● ●	German	● ● ● ● ●
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## 07 COURSES

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Nov 2020 — Nov 2020

**Labor Relations Certificate at Inhouse**

Nov 2020 — Nov 2020

**SalesForce Super User at Inhouse**