



Bruce Williams

Key Accounts Manager

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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

Jan 2020 — Present
Jacksonville

Senior Key Accounts Manager at Fruit and Veggie Land

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.

Jan 2018 — Jan 2020
Olsberg

Key Accounts Manager at PHP Financial Services

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.

Jan 2014 — Dec 2017
Manhattan

Assistant Key Accounts Manager at ASL Merchant Bank

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

Nov 2020 — Nov 2020
Tokushima

Hitotsubashi University Graduate School of International Corporate Strategy

International Business Strategy Diploma

Jan 2018 — Dec 2019
Cambridge

Harvard University

Masters in Business Administration

Nov 2020 — Nov 2020
Ann Arbor

Michigan Ross School of Business

Bachelor Degree in Business Administration

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

04 SKILLS

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	● ● ● ● ●		
Business Strategy	● ● ● ● ●		

Microsoft Office



Public speaking



Business Development



Enthusiasm



Budgets



Leadership



Research



Driven



Self Motivated



Target Orientated



05 HOBBIES

Cycling, Swimming

06 LANGUAGES

English



German



07 COURSES

Nov 2020 — Nov 2020

Labor Relations Certificate at Inhouse

Nov 2020 — Nov 2020

SalesForce Super User at Inhouse