



# Bruce Williams

Key Accounts Manager

Los Angeles, United States email@email.com

## Details

1515 Pacific Ave  
Los Angeles, CA 90291  
United States

(541) 754-3010

Place of birth

San Antonio

Driving license

Full

## Links

Facebook

LinkedIn

## Skills

Problem Solving



Adaptability



Time Management



Leadership



Adobe Illustrator



Customer Service



Communication Skills



Marketing Strategy



Business Strategy



Microsoft Office



Business Development



Budgets



Research



## 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

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.

Analytics



Social Media



Cloud-Based

Collaboration Platforms



CRM Systems



Quality Control



Report Writing



Feedback Mechanisms



Public speaking



Enthusiasm



Leadership



Driven



Self Motivated



Target Orientated



## Hobbies

Cycling, Swimming

## Languages

English



German



## 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

## Courses

Nov 2020 — Nov 2020

## Labor Relations Certificate at Inhouse

Nov 2020 — Nov 2020

## SalesForce Super User at Inhouse