



# Bruce Williams

## Key Accounts Manager

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↪ [Facebook](#), [Linkedin](#)

### Place of birth

San Antonio

### Driving license

Full

### Skills

Problem Solving

Adaptability

Time Management

Leadership

Adobe Illustrator

Customer Service

Communication Skills

Marketing Strategy

Business Strategy

Microsoft Office

Business Development

Budgets

Research

Analytics

Social Media

## 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, Jacksonville

January 2020 – Present

*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, Olsberg

January 2018 – January 2020

*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.

Cloud-Based Collaboration  
Platforms

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CRM Systems

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Quality Control

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Report Writing

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Feedback Mechanisms

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Public speaking

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Enthusiasm

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Leadership

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Driven

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Self Motivated

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Target Orientated

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### Hobbies

Cycling, Swimming

### Languages

English

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German

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## Assistant Key Accounts Manager, ASL Merchant Bank, Manhattan

January 2014 – December 2017

*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

### International Business Strategy Diploma, Hitotsubashi University Graduate School of International Corporate Strategy, Tokushima

November 2020 – November 2020

### Masters in Business Administration, Harvard University, Cambridge

January 2018 – December 2019

### Bachelor Degree in Business Administration, Michigan Ross School of Business, Ann Arbor

November 2020 – November 2020

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

## Courses

### Labor Relations Certificate, Inhouse

November 2020 – November 2020

### SalesForce Super User, Inhouse

November 2020 – November 2020