



Bruce Williams

KEY ACCOUNTS MANAGER

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.

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.

Details

1515 Pacific Ave
Los Angeles, CA 90291
United States
(541) 754-3010
email@email.com

DRIVING LICENSE

Full

PLACE OF BIRTH

San Antonio

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

Analytics

Social Media

Cloud-Based Collaboration
Platforms

- 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

CRM Systems

Quality Control

Report Writing

Feedback Mechanisms

Public speaking

Enthusiasm

Leadership

Driven

Self Motivated

Target Orientated

Hobbies

Cycling, Swimming

Languages

English

German