

# Bruce Williams, Key Accounts Manager

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Place of birth San Antonio Driving license Full

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LINKS [Facebook](#), [LinkedIn](#)

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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*

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## EMPLOYMENT HISTORY

Jan 2020 — Present **Senior Key Accounts Manager, 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.

Jan 2018 — Jan 2020 **Key Accounts Manager, 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.

Jan 2014 — Dec 2017 **Assistant Key Accounts Manager, 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.

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## EDUCATION

Nov 2020 — Nov 2020	<b>International Business Strategy Diploma, Hitotsubashi University</b> <b>Graduate School of International Corporate Strategy</b>	Tokushima
Jan 2018 — Dec 2019	<b>Masters in Business Administration, Harvard University</b>	Cambridge
Nov 2020 — Nov 2020	<b>Bachelor Degree in Business Administration, Michigan Ross</b> <b>School of Business</b> <ul style="list-style-type: none"><li>• Majors: Business Administration</li><li>• Minors: Accounting, Business Law, Communications</li></ul>	Ann Arbor

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## SKILLS

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

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## HOBBIES

Cycling, Swimming

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## LANGUAGES

English	Native speaker	German	Very good command
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## COURSES

Nov 2020 — Nov 2020	<b>Labor Relations Certificate, Inhouse</b>
Nov 2020 — Nov 2020	<b>SalesForce Super User, Inhouse</b>