

[First Last Name]

[City, State] | [email@example.com] | [(123) 456-7890] | [LinkedIn URL]

PROFESSIONAL SUMMARY

Results-driven **Account Manager** with [X+] years of experience managing B2B client portfolios, driving revenue growth, and improving customer retention across [industry/industries]. Proven track record of building strong stakeholder relationships, uncovering upsell opportunities, and coordinating cross-functional teams to deliver tailored solutions. Adept at using **CRM platforms, data analysis, and consultative selling** to exceed quota and enhance client satisfaction. Recognized for clear communication, proactive problem-solving, and a disciplined approach to account planning and pipeline management.

EXPERIENCE

[Senior Account Manager] | [Company Name]

[Month Year] – Present | [City, State]

- Owned a strategic portfolio of [X–Y] mid-market and enterprise accounts, delivering [XX%] year-over-year revenue growth and achieving [XXX%] of annual quota through upsell, cross-sell, and renewal strategies.
- Developed and executed structured **account plans**, conducting quarterly business reviews (QBRs) and leveraging [CRM Tool, e.g., Salesforce] dashboards to identify expansion opportunities and reduce churn risk by [X%].
- Partnered with **Sales, Customer Success, and Product** teams to translate client business objectives into tailored solutions, improving NPS from [X] to [Y] and securing multi-year contract extensions with key accounts.

[Account Manager] | [Previous Company Name]

[Month Year] – [Month Year] | [City, State]

- Managed a book of business worth [\$X.XM+] in annual recurring revenue, consistently maintaining a renewal rate above [XX%] while identifying and closing incremental opportunities averaging [\$XX,000] per account.
- Implemented a disciplined **pipeline management** process using [CRM Tool, e.g., HubSpot] and [Analytics/Reporting Tool], improving forecast accuracy by [X%] and shortening the sales cycle by [X days].
- Led discovery sessions and product demonstrations for decision-makers and influencers, addressing objections and coordinating with technical teams to resolve issues, resulting in a [X%] increase in client satisfaction survey scores.

EDUCATION

[Bachelor of Business Administration, Marketing] | [University Name]

[Month Year] – [Month Year] | [City, State]

- Relevant coursework: [Sales Management], [Customer Relationship Management], [Business Analytics], [Negotiations].

SKILLS

Account & Client Management: Strategic account planning, relationship building, stakeholder management, renewal and retention, QBRs

Sales & Revenue Growth: Consultative selling, upsell/cross-sell, pipeline management, contract negotiation, forecasting

Tools & Technologies: [Salesforce], [HubSpot], [Microsoft Excel/Google Sheets], [PowerPoint/Google Slides], [Customer Success Platform], [Video Conferencing Tools]

Analytics & Reporting: Data-driven decision-making, KPI tracking, dashboard creation, revenue and churn analysis

Communication & Collaboration: Executive presentations, written communication, meeting facilitation, cross-functional coordination

Soft Skills: Problem-solving, time management, adaptability, conflict resolution, active listening

PROJECTS

[Key Account Expansion Initiative] | [Company Name]

[Month Year] – [Month Year]

- Designed and executed a targeted expansion strategy for [X] high-potential accounts, mapping buying centers and identifying new stakeholders, resulting in a [XX%] increase in average revenue per account.
- Collaborated with Marketing to develop tailored campaigns and co-branded materials, increasing engagement rates by [X%] and generating [X] new qualified opportunities within existing accounts.

[Client Onboarding & Retention Improvement Program] | [Company Name]

[Month Year] – [Month Year]

- Partnered with Customer Success to streamline the onboarding process for new accounts, creating standardized playbooks and checklists that reduced time-to-value by [X%].
- Introduced a structured **health score and risk review** cadence for at-risk clients, contributing to a [X%] reduction in churn over [X] quarters.