

# FRANK FLORES

Cincinnati, OH 12345 | (123) 456-7890 | email@example.com | LinkedIn | Portfolio



## PROFILE

Experienced and accomplished account manager with a strong educational background. Track record in managing client relationships, achieving sales targets, and facilitating effective team coordination across different companies such as Procter & Gamble and Johnson & Johnson. Certified Professional Sales Person (CPSP) with additional certifications in Project Management (PMP) and Business Analysis (CBAP), lauded for contributing significantly to annual revenue growth, enhancing customer satisfaction scores, and improving customer service ratings.

## KEY SKILLS

- Client relationship management
- Financial planning
- Revenue generation
- Team coordination
- Sales and negotiating

## PROFESSIONAL EXPERIENCE

### Senior Account Manager

Procter & Gamble, Cincinnati, OH | July 2016 - Present

- Managed and strengthened relationships with key clients, leading to a 25% increase in customer satisfaction scores over a two-year period
- Consistently achieved or exceeded set sales targets, contributing significantly to an average annual revenue growth of 30% for the division
- Collaborated effectively with marketing, product development, and customer service teams to offer holistic solutions that met and exceeded client needs while ensuring effective internal communication and coordination

### Account Manager

Johnson & Johnson, New Brunswick, NJ | June 2013 - June 2016

- Maintained strong relationships with assigned clients, responding effectively to queries, addressing concerns, and regularly communicating business updates or opportunities, resulting in a 20% increase in client retention rates
- Played a key role in revenue generation through diligent up-selling and cross-selling within assigned client portfolios
- Managed internal coordination between the sales, marketing, and customer service teams to ensure a seamless service experience for clients, driving a 15% improvement in customer service ratings

## EDUCATION

### Bachelor of Science in Marketing

Rutgers University, New Brunswick, NJ | February 2013

## CERTIFICATIONS

- Certified Business Relationship Manager (CBRM), Business Relationship Management Institute, March 2023
- Certified Professional Sales Person (CPSP), National Association of Sales Professionals, 2017
- Project Management Professional (PMP), Project Management Institute, 2015
- Certified Business Analysis Professional (CBAP), International Institute of Business Analysis, 2014