

Jason Ellison

IT Account Manager

IT account manager with nine years of experience managing enterprise client portfolios in cloud computing, cybersecurity, and managed services. Adept at delivering tailored IT solutions that align with business objectives and maximize client ROI. Proven ability to grow accounts and lead cross-functional coordination.

CONTACT



(555) 394-7284



jason.ellison@example.com



Portfolio



Charlotte, NC 28202

EDUCATION

May 2014 | Bachelor of Science
(B.S.) in Information Technology

University of North Carolina at
Charlotte, Charlotte, NC

PROFESSIONAL EXPERIENCE

CloudAxis Group | Charlotte, NC |
February 2018 – Present

- Managed portfolio of 27 enterprise clients, resulting in over 14 million in recurring revenue in 2023
- Expanded one Fortune 100 account from 900,000 to 2.8 million in annual revenue through service bundling and infrastructure upgrades
- Conducted quarterly business reviews (QBRs) to identify tech gaps, leading to 18 new project engagements in 2022
- Collaborated with technical teams and sales engineers to customize solutions, improving client retention rate to 96%

IT Solutions Consultant | BrightNet Technologies | Charlotte, NC
July 2014 – January 2018

- Developed tailored proposals for midsize business clients, increasing average deal size from 62,000 to 118,000 over 18 months
- Coordinated onboarding for 20+ new client systems annually, averaging 4.7/5 client satisfaction scores
- Identified product enhancement opportunities by tracking client feedback, contributing to two major platform updates