

Helen Allen

Assistant Account Manager

Assistant account manager with three years of experience supporting enterprise sales teams in the SaaS sector. Skilled in proposal development, CRM updates, and stakeholder coordination. Recognized for improving client satisfaction scores by 15%.

CONTACT



(123) 456-7890



email@example.com



LinkedIn | Portfolio



Dallas, TX

KEY SKILLS

- Proposal writing
- CRM management
- Forecasting support
- Webinar facilitation
- Renewal coordination

EDUCATION

Bachelor of Business
Administration
Southern Methodist University ,
Dallas, TX
May 2017

PROFESSIONAL EXPERIENCE

ASSISTANT ACCOUNT MANAGER | SOFTSERVE CRM, DALLAS, TX
AUGUST 2019 – PRESENT

- Support a team managing 20+ key accounts with \$8 M in ARR
- Draft proposals and RFP responses that win 60% of new opportunities
- Maintain CRM data hygiene, improving forecast accuracy by 20%

ACCOUNT COORDINATOR | SOFTSERVE CRM, DALLAS, TX
JUNE 2017 – JULY 2019

- Conducted weekly business reviews with clients, enabling proactive issue resolution
- Managed contract renewals, achieving a 95% on-time renewal rate
- Organized client training webinars, increasing product adoption by 25%

CERTIFICATIONS

- Certified Customer Success Manager (CCSM) , SuccessHACKER, August 2018