

Client Name, MBA

City, ST | 555-123-7894 | [email address](#) | [LinkedIn URL](#)

CLIENT SERVICES | ACCOUNT / SALES MANAGEMENT

Highly motivated professional with 13 years of progressive experience managing key customer accounts. Leverage relationships and implement strategies to drive consistent sales and growth. Team player with excellent interpersonal and communication skills to foster collaborative efforts across teams while maintaining a competitive independent focus to achieve aggressive goals. *Areas of expertise include:*

Personal / Tailored Sales | Relationship Building | Customer Service / Engagement | Product Knowledge | Marketing / Social Media Campaigns | Team Leadership | Entrepreneurial Mindset | Presentations | Minitab | Microsoft Office

EDUCATION / CREDENTIALS

UNIVERSITY OF CENTRAL FLORIDA (UCF), Orlando, FL

Master of Business Administration, August 2019

Bachelor of Science in Business Administration (BSBA), Business Management, May 2018

Member, National Honor Society of Leadership and Success

Entrepreneurship Certificate, UCF, May 2018

PROFESSIONAL EXPERIENCE

BAY AREA GLASS WORKS, Pinellas County, FL

2007 – Present

Manager (2014 – Present) | Accountant (2012 – 2014) | Installer (2007 – 2012)

Oversee 45 key accounts totaling 80% of company revenue and manage 11 installers.

- **Increased revenue from \$1.1 million to \$1.8 million** for current projected year-end through intense customer engagement and marketing strategies.
- Built and maintained strong client relationships by providing personalized service and hosting lunches/dinners.
- Developed company website and executed social media campaigns to promote business and secure new clients.
- Filed all billing for the company revenue of \$800,000–\$1.1 million for 2012–2014.

EXPRESS VENDING, Pinellas County, FL

2012 – 2013

Owner

Started vending machine company with 30 machines and **grew business 180% to 85 machines, 46 total locations, and \$106,000 gross sales.**

- Scouted sites and presented services to prospects, acquiring new locations and expanding business.

PROJECT EXPERIENCE

UCF, Orlando, FL

Team Lead, Corporate Accounting, Summer 2019

Led group project in creating new cruise ship for Marriott International.

- Gathered and analyzed 401k data of other cruise liners for assumptions and calculated net present value (NPV) and internal rate of return (IRR).
- Applied generally accepted accounting principles (GAAP) to properly organize and summarize data.
- Presented project to class and received 100% grade.

Team Lead, Capstone, Spring 2018

Served as team lead on project with five group members, selecting project, assigning group duties to members' strengths, and planning project schedule.

- Used natural language processing to reduce internal audit times for Verizon Wireless.
- Liaised with Verizon representatives to gather data.
- Placed in top 16 out of 208 groups and received 99% grade.
- Presented project results to Verizon and class.