

## TOP-NOTCH ACCOUNT MANAGER

*“A true professional and role model who sets the standards for others”*

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## SUMMARY OF QUALIFICATIONS

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Performance-driven sales professional with a wealth of sales experience and proven achievements in account management and client retention. Stellar performance record. Consistently recognized for excellence in achieving and exceeding goals. Knowledgeable business partner with consultative approach. Able to accurately assess client needs and identify best-fit solutions. Highly customer-focused. Valued for exceptional relationship-building skills and ability to leverage customer service expertise to gain sales. Intensely driven to succeed.

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## PROFESSIONAL EXPERIENCE

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DIGITAL SOLUTIONS, New York, NY

1987 to present

*A leader in document management, offering innovative technology, products, and services*

### **Account Manager**

Manage \$2 million territory, marketing and selling high-end products and services to client base that includes large law firms, major accounting firms, and other corporate clients. Drive all aspects of sales process. Service accounts, cultivating strong relationships to maintain client business long term.

#### *Sales Highlights*

- Consistently **rank among company's top producers**, profitably selling value in highly competitive, price-sensitive market while retaining accounts long term. Among award-winning successes, achieved **#2 national ranking** in 2003 with sales that reached **311% of quota**.
- Brought on key national account worth more than \$1 million, displacing major competitor. Won account based on effectiveness in selling value and service to client.
- Leveraged company's competitive advantage and cutting-edge solutions to dramatically increase law firm sales by exploiting key opportunity opened by mandates to move to digital environment.
- Maintain active pipeline for new sales, earning repeat business when customers are not in buy mode by keeping them informed of new technologies, emerging industry trends, and new solutions.

#### *Service Excellence*

- Gain confidence of client and win sales by conducting extensive pre-sale research using internal and third-party resources to identify best-fit technology solutions customized to fit specific needs.
  - Practicing customer-first philosophy, proactively mobilize internal resources to address and resolve customer problems to achieve outstanding customer satisfaction ratings. Earned special kudos from accounting clients for success in keeping equipment running during critical, high-volume periods.
  - Spearhead planning and implementation of all post-sale installations, going above and beyond in coordinating resources to ensure flawless execution and customer delight.
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## EDUCATION & TRAINING

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RUTGERS UNIVERSITY, New Brunswick, NJ

Bachelor of Science Degree in Marketing

Completed extensive sales training. Well-versed in many document management technologies.

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