

NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

Proin gravida nibh vel velit auctor aliquet. Proin gravida nibh vel velit auctor aliquet. Aenean sollicitudin, lorem quis bibendum auctor, nisi elit consequat ipsum, nec sagittis sem nibh id elit. Duis sed odio sit amet nibh ipsum.

Experience

Account Manager - JPMorgan Chase & Co./New York, New York

December 2020 – Current

- Maintained existing client relationships with an average customer retention rate of 75%
- Brought back 31 previously lost accounts by improving communication channels with customers who had left for competitor financial institutions
- Exceeded quarterly performance targets by 25%, leading to a \$100,000 increase in the company's total annual revenue
- Promoted business development initiatives by increasing the ROI of client accounts by an average of 15%
- Awarded as 'Outstanding Account Manager' for the years 2021 and 2022

Junior Customer Account Specialist - U.S. Bank/ Frankfurt, Germany

February 2018 – December 2020

- Developed tight-knit relationships with clients, resulting in a 10% increase in client referrals for the year 2019
- Headed the market analysis team for two consecutive years, with 12 approved proposals on updated customer service strategies
- Presented the monthly client satisfaction summary report to upper management during the year 2020
- Prepared 13 client engagement programs and successfully conducted four quarterly client feedback meetings
- Participated in numerous national conferences and stayed abreast of current developments and market trends

Project Experience

- **Client Onboarding Analysis (2022):** Analyzed, improved, and documented the process of onboarding new clients with the goal of increasing customer satisfaction
- **Company Communications Restructuring (2022):** Created and implemented proposals to enhance the company's communication channels with clients
- **U.S. Bank Market Forecasting (2020):** Conducted qualitative and quantitative analyses to discover emerging financial markets and growth opportunities

Education

2017–2018

Master of Science in Marketing - USC Marshall School of Business

- GPA: LIST
- AWARD
- AWARD

2014–2017

Bachelor of Science in Business Administration - University of California Irvine

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Project management
- Marketing plan implementation
- Customer service
- Sales reporting
- Social media marketing

Licenses & Accreditations

Licenses Licenses & Accreditations

- Certified Professional Sales Person, National Association of Sales Professionals (2019)
- Professional Certified Marketer, American Marketing Association (2019)
- Certified Global Account Manager, American Management Association (2019)