

Raheem Gomez

SENIOR ACCOUNT MANAGER

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Senior Account Manager Summary

- Innovative Account Manager with 11 years of experience driving 7-figure growth for portfolios of 50 clients with 90%+ retention rates.
- Consistently beat sales targets by 22% across 2 years at June Group
- Overhauled CS support workflow driving 25% increase in customer satisfaction at Informa
- Spearheaded "Volunteer Day" at Informa resulting in a total of 150+ volunteer hours and \$10,000+ donated to charitable organizations

Work Experience

Senior Account Manager Informa

June 2018 - Present

- Achieved 20% YoY growth in sales, resulting in a \$1.5M increase in revenue.
- Managed a portfolio of 50+ clients, resulting in a 90% retention rate.
- Improved customer satisfaction by 25% through effective communication and account management strategies.
- Negotiated contracts and closed deals, contributing to revenue growth and performance targets.

Account Manager June Group

April 2016 - May 2018

- Consistently exceeded sales targets, resulting in a 10% increase in company revenue.
- Managed a portfolio of 30 clients, resulting in a 85% retention rate.
- Implemented effective communication strategies, leading to a 15% improvement in customer satisfaction.

Sales Representative Alto

August 2014 - March 2016

- Contributed to the company's revenue growth by consistently exceeding sales targets.
- Built and maintained long-lasting relationships with clients, resulting in a high retention rate.

Education

Masters in Integrated Marketing Georgia State University

August 2016 - May 2017

Bachelor of Science in Business Administration Mercer County Community College

September 2010 - May 2014

Mercer High School

September 2006 - May 2010

Skills

Communication

Sales

Relationships

Salesforce

Hubspot

SaaS



Interests

Reading (currently: Sister by Rosamund Lupton), Hiking, Playing Guitar (Currently learning Van Halen's Eruption), Volunteering, and Trying New Cuisines (Favorite Dish: Pad Thai).