

# KIMBERLY VILLANUEVA

ACCOUNT MANAGER

[kvillanueva@gmail.com](mailto:kvillanueva@gmail.com)

123.456.7890

[linkedin.com/kvillanueva](https://www.linkedin.com/kvillanueva)

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To The The Sales Team at Hop.ly,

I am writing to express my interest in the Account Manager role at Hop.ly. Despite my background in the hospitality industry, I am confident that the transferable skills I have developed make me an ideal candidate for this role.

In my previous role as a General Manager, I was responsible for managing relationships with a large portfolio of clients and consistently exceeded my goals. My ability to build rapport with clients, provide exceptional customer service, and resolve complex issues quickly and effectively has translated directly to success in account management. I grew my property's revenue by 18% YoY and maintained a 4.9 star Trip Advisor rating where clients specifically called out the fantastic relationships they built with our staff. These metrics demonstrate my ability to drive growth, retain business, and ensure customer satisfaction.

I am proud to say that I have consistently exceeded my sales targets and received recognition for my contributions to the team. In one instance, I was able to turn a negative customer experience into a positive one by utilizing my exceptional problem-solving skills, resulting in a 20% increase in business from that customer. These outcomes are a testament to my ability to build strong relationships with clients and drive business growth.

I understand that account management is a fast-paced, dynamic environment, and I am eager to apply the skills I have developed in hospitality to this new challenge. My experience in a high-pressure, customer-facing role has honed my communication and interpersonal skills, and I am confident that I can bring a positive, solution-focused approach to the role of Account Manager.

I am a quick learner, highly organized, and have a track record of successfully managing complex projects and meeting tight deadlines. I believe that my passion for delivering exceptional customer service, combined with my strong work ethic and attention to detail, make me an excellent fit for this role.

I am excited about the opportunity to bring my skills and experience to Hop.ly and make a meaningful impact as an Account Manager. I am confident that my background in customer service, my ability to drive sales, and my drive to succeed make me the ideal candidate for this role.

Thank you for considering my application. I look forward to the opportunity to further discuss my qualifications and how I can contribute to the success of Hop.ly.

Best,

Kimberly Villanueva