

SOPHIA REYNOLDS

KEY ACCOUNT MANAGER

CONTACT

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EDUCATION

Bachelor of Business
Administration

Riverside University
September 2006 - May
2010

SKILLS

CRM
Strategic Planning
Revenue Growth
Client Retention
Cross-Functional
Collaboration

INTERESTS

- Traveling
- Cooking and Culinary Arts
- Volunteering

KEY ACCOUNT MANAGER SUMMARY

- Key Account Manager with 9+ years managing top-tier clients, increasing revenue by 20%.
- Secured a 30% increase in client retention at Pinnacle Partners.
- Achieved 25% growth in key accounts at Elite Solutions.
- Volunteer tutor at local school.

PROFESSIONAL EXPERIENCE

KEY ACCOUNT MANAGER

Pinnacle Partners / March 2017 - Present

- Managed 30+ high-value client accounts, increasing retention by 30%.
- Developed tailored strategies, resulting in a 20% increase in client revenue.
- Conducted quarterly business reviews, maintaining 95% client satisfaction.

SENIOR ACCOUNT EXECUTIVE

Elite Solutions / July 2013 - February 2017

- Grew key account revenue by 25% through strategic relationship management.
- Identified client needs, leading to a 15% increase in service adoption.
- Coordinated cross-functional teams, enhancing client project success rates by 20%.

ACCOUNT EXECUTIVE

MarketPro Inc. / September 2010 - June 2013

- Managed client portfolios, achieving a 15% year-over-year revenue increase.
- Implemented client feedback systems, improving satisfaction scores by 10%.
- Organized client events, generating 20% more business leads.