

ELLIOT MASON

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ACCOUNT MANAGER SUMMARY

- Account Manager with 10+ years in the tech industry, improving client retention by 30%.
- Enhanced customer satisfaction scores by 25% at Quantum Systems.
- Drove a 15% increase in upsell revenue at Nexa Solutions.
- Volunteer coding mentor, Summa Cum Laude graduate.

WORK EXPERIENCE

ACCOUNT MANAGER

Quantum Systems

January 2018 - Present

- Managed 50+ client accounts, enhancing customer satisfaction scores by 25%.
- Implemented technical solutions, reducing client issue resolution time by 40%.
- Facilitated training sessions, boosting client product adoption by 20%.

SENIOR SUPPORT ENGINEER

Nexa Solutions

June 2014 - December 2017

- Improved client retention by 15% through proactive support and solution implementation.
- Conducted product demonstrations, increasing upsell revenue by 15%.
- Led a team of 8, achieving a 98% customer satisfaction rate.

TECHNICAL SUPPORT SPECIALIST

TechAssist Inc.

August 2010 - May 2014

- Resolved 100+ technical issues monthly, achieving a 90% first-call resolution rate.
- Developed support documentation, reducing ticket volume by 20%.
- Trained new hires, improving team efficiency by 25%.

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SCIENCE

Harborview University

September 2006 - May 2010

SKILLS

CRM



Technical Troubleshooting



Product Training



Upsell Strategies



Team Leadership



INTERESTS

- Hiking and Nature Photography
- Playing Guitar
- Volunteering at Community Coding Programs