

Amina Patel

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SUMMARY

Results-driven Key Account Manager with over 6 years of experience in cultivating and maintaining strong client relationships. Proven track record of exceeding sales targets and enhancing customer satisfaction through strategic account management.

EXPERIENCE

Senior Key Account Manager

Jan 2022 - Present

Tech Solutions Inc., Los Angeles, CA

- Increased revenue by 30% within one year through strategic upselling to key accounts.
- Developed and executed comprehensive account plans that improved client retention rates by 25%.
- Leveraged CRM tools (Salesforce) to track customer interactions and optimize sales strategies.

Key Account Manager

Jun 2018 - Dec 2021

Global Marketing Group, San Francisco, CA

- Managed relationships with top 10 clients, contributing to a \$5M annual revenue increase.
- Implemented a customer feedback loop that improved product satisfaction scores by 15%.
- Utilized data analytics tools (Tableau) to identify trends and drive targeted marketing efforts.

Account Executive

May 2016 - May 2018

Innovative Tech Corp., San Jose, CA

- Achieved 120% of annual sales targets by effectively managing a portfolio of small to mid-sized accounts.
- Conducted needs analysis and tailored solutions that resulted in a 40% increase in customer engagement.
- Trained junior staff on account management best practices and sales techniques.

EDUCATION

Bachelor of Science in Business Administration

May 2018

University of Southern California, Los Angeles, CA • GPA: 3.7

SKILLS

Technical Skills: Account Management, Sales Strategy, CRM Software, Data Analytics

Tools & Frameworks: Salesforce, Tableau, Microsoft Office Suite