## **John Doe**

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##### **Objective**

Energetic and self-motivated Account Manager, with over five years of experience in overseeing a variety of client portfolios and responsible for target revenue growth. Proficient in maintaining client interactions as well as cooperating with other departments in providing the necessary solutions that will enhance both satisfaction and retention rates.

##### **Education**

BSc Accounting, University of Benin, Nigeria (2020)

Master of Business Administration, Lagos Business School, Nigeria (2022)

##### **Professional Experience**

**Account Manager**

ABC Limited, Lagos, Nigeria (June 2020 – Present)

* Manage a portfolio of 20+ client accounts, ensuring all deliverables were met on time and within budget.
* Achieved a 35% increase in revenue by developing personalized strategies for high-value accounts.
* Maintain a 95% client retention rate by providing exceptional after-sales support and regular follow-ups.
* Collaborate with marketing teams to provide insights on customer trends and behavior.
* Oversee the preparation of account reports to ensure data accuracy and update stakeholders regularly.

**Account Executive**

DEF Solutions, Abuja, Nigeria (September 2016 – May 2020)

* Developed strong relationships with over 40 B2B clients, serving as the main point of contact for inquiries and escalations.
* Negotiated contracts, securing favorable terms for both the company and clients.
* Spearheaded initiatives that reduced churn rates by 25% through improved communication and follow-up processes.
* Supported sales teams in identifying growth opportunities within client accounts.

##### **Skills**

* Client Relationship Management
* Strategic Account Planning
* Revenue Growth Strategies
* Negotiation and Persuasion
* CRM Software Expertise (Salesforce, HubSpot, etc.)
* Cross-functional Team Leadership
* Data Analysis and Reporting

##### **Certifications**

* Chartered Professional Accountant (CPA)
* Certified Management Accountant (CMA)

##### **Achievements**

* Recognized as "Top Account Manager of the Year" at ABC Limited for exceptional client retention (2021).
* Increased client sales for DEF Solutions by 30% within 18 months through tailored growth strategies.
* Designed and implemented a new customer feedback loop, decreasing response time by 20%.

**Hobbies and Interests (Optional)**

* Traveling to discover new cultures and business trends.
* Volunteering at local business development workshops to empower small businesses.

##### **References**

Available upon request