Candidate #S-1110

Account Manager · 5 years experience

Candidate ID: S-1110

Category: Sales **Experience:** 5 yrs **Location:** Manila, Philippines **English:** C1 **Fee:** A$1,500/mo

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Employer names, personal contact details, and identifying information have been removed.
To arrange a screening call, contact us at adeptstaffing.com.au.

PROFESSIONAL SUMMARY

I'm an account manager with five years managing mid-market B2B accounts for Australian companies. I build strong client relationships, identify upsell opportunities, and run regular QBRs. My accounts have averaged 105% net revenue retention over three years. I'm comfortable presenting to senior stakeholders, resolving escalations, and collaborating with delivery teams to ensure client outcomes are met. I'm looking for a long-term account management role where I can own a portfolio.

SKILLS

Account management | Client relationship management | Upselling / cross-selling | Quarterly business reviews (QBRs) | Salesforce

WORK EXPERIENCE

Account Manager

AU software company · 2020-02 – Present

Managed 28 mid-market accounts (ARR A$1.2M). Achieved 112% NRR in FY24.

Customer Success Associate

PH SaaS company · 2019-01 – 2020-01

Onboarded new customers, handled support escalations, and tracked product adoption metrics.

CERTIFICATIONS

Customer Success Manager Certified

SuccessHACKER · 2021-07