

ACCOUNT MANAGER

An Account Manager with 3+ years of delivering measurable growth in B2B technology sales and client success. Building strong relationships, understanding client needs, and creating tailored solutions that drive results.

EXPERIENCE

Boutique MSP

2019 - Present

Account Manager

03/2022 - PRESENT

- Onboard, manage, and grow a portfolio of 40 key B2B accounts by conducting detailed needs assessments, delivering tailored solutions, and ensuring long-term client retention.
- Conduct quarterly business reviews to evaluate KPIs, analyze market trends, and identify growth opportunities, consistently exceeding sales and performance goals by 25%.
- Consistently achieving 35% YoY revenue growth through strategic upselling and cross-selling of managed services, cloud solutions, hardware, software, and project-based offerings.
- Collaborate cross-functionally with technical, operations, and project teams while ensuring timely and accurate delivery of products and services aligned with client SLAs.
- Led the company-wide rollout of the Pax8 Cloud Marketplace, resulting in an average of 200% company-wide increase in software sales per year over the last two fiscal years.
- Directed the implementation of a Professional Services Automation (PSA) platform, integrating project management, time tracking, billing, and CRM into one streamlined system, improving efficiency and client satisfaction.

Senior IT Support Technician

06/2021 - 03/2022

- Assisted with designing, implementing, and maintaining IT infrastructure, including servers, networks, and cloud-based systems.
- Acted as a subject matter expert for IT projects and initiatives, providing guidance and mentorship to junior team members.
- Conducted research and analysis to identify emerging technologies and trends, recommending integration to improve efficiency and productivity.
- Collaborated with cross-functional teams to define IT strategies and roadmaps aligned with business objectives.

IT Field Support Technician

02/2019 - 06/2021

- Provided technical support to end-users, troubleshooting hardware and software issues to ensure optimal system performance.
- Installed, configured, and maintained IT infrastructure, including servers, networks, and software applications.
- Implemented security measures to protect sensitive data and mitigate cybersecurity threats.

SKILLS

Client Relationship Management
Customer Onboarding & Retention
Sales and Contract Negotiation
Project Management
Cross-Functional Collaboration
Technical Expertise

TOOLS

CRM Software:
HaloPSA

Productivity Software:
MS Office 365, DocuSign, Calendly, Teams, and Zoom

CERTIFICATIONS

Salesforce Associate
August 2025

CompTIA - Security+
February 2021

CompTIA - Network+
August 2019

CompTIA - A+
May 2019

EDUCATION

Associate in Arts
Palatine, IL