

# SUSAN ANDERSON

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## ACCOUNT / RELATIONSHIP MANAGER

Service-centric, goal-oriented professional with a proven track record exceeding performance targets, cultivating client relationships, enhancing account revenues, and achieving the highest levels of customer satisfaction. Effectively builds corporate value to grow existing business, retain key accounts, and enhance market share. Combines excellent written, verbal, and interpersonal communication skills, with solid organizational and multi-tasking capabilities. Possesses keen problem-solving and critical-thinking skills, with the attention-to-detail and follow-through required to exceed desired service levels. Collaborative team player able to excel in group or autonomous roles. Technically proficient in Word, PowerPoint, Excel, CSTS, SAP, GCMS, RMDS, and PeopleSoft.

## PROFESSIONAL EXPERIENCE

**PAYMENT CORPORATION**, Columbus, Ohio 1995 – 2005

*Leading provider of electronic bill payment and presentment (EBPP) services to consumers through numerous sources, including leading U.S. banks, credit unions, and brokerage firms.*

### ***Account Development Partner***

- Charged with developing, managing, and growing *Wells Fargo* and *Wachovia* accounts generating in excess of \$24 million in annual revenues from e-Bill and bill payment services.
- Performed comprehensive needs assessments to define client goals, developed actionable solutions, and leveraged internal technical and business resources to maximize customer opportunities.
- Collaborated with cross-functional teams including project management, customer service, reporting, and marketing representatives to manage workflow and deliver desired service levels.

### **Key Achievements:**

- Named top-performer for the past 3 years, achieving 122% of goals in 2005, exceeding annual objectives, and driving sustainable gains in revenue, subscribers, and client satisfaction.
- Played a pivotal role in building brand equity, enhancing product and service value, and ensuring the achievement of key performance metrics within the customer care division.
- Maintained and cultivated relationships with key decision makers, played a critical role in account retention efforts, and identified and capitalized upon cross-selling opportunities.
- Secured the highest client satisfaction rating and personally commended by numerous clients for providing diligent support and follow-through.
- Received the *Make it Work Award* for efforts troubleshooting software issues and working with developers to correct errors in a timely manner.

## PROFESSIONAL DEVELOPMENT

- ~ *Completed*, Development Dimensions International 4-day Coaching for Success Program
- ~ *Completed*, InfoMentis 4-day Personal Sales Effectiveness Training Program
- ~ *Completed*, Time Management & Presentation Skills Training Programs
- ~ *Completed*, Conflict Styles & Management Training Program

**EXCELLENT REFERENCES AVAILABLE UPON REQUEST**