

# Mike Williams

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An experienced account manager who has held positions of increasing complexity at various technology start-ups. Organized and high-energy professional who assists companies that need strategic planning and marketing to reach immediate and long-term income goals. Extensive experience with office automation products and niche software along with CRM.

## Education

### Bachelor of Business Management

Devry University, Downers Grove, IL  
August 2006-June 2010  
3.86 GPA

## Key Skills

- Bilingual in English and Japanese
- Budgeting
- Business strategy and development
- Leadership
- Organized and detail-oriented
- Skilled in social media utilization
- Strong written and verbal communication skills
- Team-oriented

## Professional Experience

### Customer Account Manager

101 Support Co., Washington D.C. | March 2015-Present

- Managed complex accounts and supported customers through the resolution process, solving a variety of issues with a 97% satisfaction rating
- Generated an average of 20+ accounts per month for a total additional revenue in excess of \$5M per year
- Generate reports and track contract terms to ensure successful completion, and use reports for forecasting future income

### Associate Account Manager

Sonic Support, Alexandria, VA | July 2010-March 2015

- Conducted daily reconciliation activities and followed up on pending issues, reducing resolution time by 17%
- Performed market studies and focus groups to better identify upsell opportunities
- Facilitated training and provided supervision for a team of 5+ customer support representatives