

# TAYLOR MORGAN

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A dynamic customer service account manager with eight years of experience, specializing in upselling techniques, conflict resolution, and cross-functional leadership. A proven track record of managing client relationships, driving account growth, and delivering an unparalleled customer experience.

## PROFESSIONAL EXPERIENCE

Customer Service Account Manager, Evergreen Solutions, Seattle, WA September 2018 – to present

- Manage a portfolio of 40 key accounts valued at up to \$250,000, serve as the primary point of contact, and resolve complex client issues with a 96% satisfaction rate
- Develop long-term client relationships, upsell premium service packages, and identify opportunities to enhance account growth, resulting in over \$1.3 million in new revenue
- Create account review templates and drive efforts to streamline communication processes, improving response times by 16%

Customer Service Specialist, Northwest Logistics, Seattle, WA May 2016 – September 2018

- Supported account managers in managing a suite of over 60 client accounts generating \$120,000 to \$300,000 in annual recurring revenue, which included managing stakeholder communications and maintaining account documentation
  - Identified opportunities to improve service delivery by analyzing feedback and recommending process adjustments, contributing to a 92% retention rate
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## CERTIFICATIONS

- Certified Customer Success Manager (CCSM), 2020
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## KEY SKILLS

- Account management
  - Client retention
  - Conflict resolution
  - Cross-functional collaboration
  - Revenue growth strategies
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## EDUCATION

Bachelor of Arts (B.A.) in Communication | 2020  
University of Washington, Seattle, WA

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## CERTIFICATIONS

- Lifeguard Certification, American Aquatics and Safety Training, 2024
- First Aid and CPR/AED Certification, American Aquatics and Safety Training, 2021