

Taylor Morgan

Customer Service Account Manager

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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 – 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

Education

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

Key Skills

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

Certifications

- Certified Customer Success Manager (CCSM), May 2020