



Taylor Morgan

Customer Service Account Manager

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.

Contact



(123) 456-7890



taylor.morgan@email.com



LinkedIn | Portfolio



Seattle, WA 98101

Education

Bachelor of Arts (B.A.) in
Communication

University of Washington, Seattle,
WA | May 2020

Key Skills

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

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

Certifications

- Certified Customer Success Manager (CCSM), May 2020