

# Account Manager

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## SUMMARY

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Account manager with seven years owning enterprise and mid-market portfolios, sustaining 96% gross retention and 114% net revenue retention across a \$6M book while growing strategic accounts through structured quarterly business reviews.

## EXPERIENCE

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### Senior Account Manager, Clearpoint SaaS Holdings

2021 – Present

City, ST

- Owned a \$6M book of 42 enterprise accounts, holding 96% gross retention and 114% net revenue retention.
- Grew portfolio revenue \$740K year over year through upsell and cross-sell tied to documented customer goals.
- Renewed 38 of 40 up-for-renewal contracts on time, recovering two at-risk accounts with executive save plans.
- Ran 160 quarterly business reviews over two years, lifting product adoption scores from 62% to 84%.
- Cut logo churn from 9% to 4% by building an early-warning health score from usage and support signals.
- Drove a 27-point gain in account NPS by closing the loop on every detractor within five business days.
- Coordinated 15 cross-sell wins with the sales team, adding \$310K in expansion attributed to AM-sourced referrals.

### Account Manager, Harborline Services Inc.

2018 – 2021

City, ST

- Managed 70 mid-market accounts worth \$3.2M in annual recurring revenue with a 93% renewal rate.
- Expanded 22 accounts into higher tiers, contributing \$480K in upsell over the three-year tenure.
- Reduced onboarding-to-value time from 45 to 28 days by templating a 30-60-90 success plan.
- Resolved escalations as the single point of contact, keeping reopened-issue rate under 3%.
- Built dashboards in Gainsight that flagged 18 churn risks early enough for 12 to be saved.
- Hosted two regional customer roundtables that produced six case-study references for the sales team.

## EDUCATION

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### Bachelor of Arts in Business Communication

2014 – 2018

State University — City, ST

## SKILLS

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Net revenue retention · Gross retention · Renewal management · Upsell and cross-sell · Quarterly business reviews · Account health scoring · Salesforce CRM · Gainsight customer success · Escalation management · Onboarding and adoption · Stakeholder mapping · Reference and advocacy building