

Name Goes Here

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Detailed Oriented – Results Driven – Persistent Excellence

Education

8.2010 - 5.2012 **College 1 (didn't graduate)**

- Coursework towards a B.S in Exercise Science. Includes entrepreneurship, psychology and leadership in fitness. Hands-on coach to collegiate athletes.

Work Experience

1.2013 - 4.2016 **Most relevant company**

- *Client Manager 1.2013 - 6.2014*
 - Front line support for clients US-wide.
 - Lead implementation of client software by 1 month.
 - Created and managed ticket queue within SLAs, providing follow up for each client interaction.
 - Worked with cross-functional teams to deliver client solutions.
 - In-depth knowledge of clinical workflow, and billing guidelines (HCFA, EOBs, Remits, etc).
- *Senior Client Manager 6.2014 - 9.2015*
 - Trained, coached, and oversaw the progression of new hires.
 - Worked with IT group to create, and share a 5-part curriculum on software troubleshooting.
 - Served as a Tier 3 subject matter expert.
 - Presented client features to dev ops, training, PMs, product owners, prioritizing for release.
 - On steering committee for the implementation of Salesforce for the Support team.
- *Account Executive 9.2015 - 4.2016*
 - Provided financial forecasting and analysis for 9+ Urgent Care groups.
 - Daily used analytical tools to identify insights and trends.
 - Managed daily, weekly, monthly accounts receivable.
 - Resolved complex high-priority issues.
 - Lead weekly client meetings with C-level executives.

4.2016 - 8.2016 **Company 2**

- *Operation Manager*
 - Trained client support in customer interaction/engagement.
 - Conducted market research for new points of operation.
 - Created content and strategy for social media, training two marketing interns.
 - Managed 14-state, 250+ city operations.
 - Reported directly to CEO and President.

2.2008 - 08.2010 **Company 3**

- *Inventory Specialist*
 - Managed projects aimed at organizing for future growth and streamlining of current inventory.
 - Supported sales staff and customer relations as the product-knowledge expert.

Skills:

- MS Suite, MS Excel, Salesforce, Heat, SugarCRM, Win 7/8/8.1/10, MacOS, VMware, Win Server 2008/2012, Citrix Apps, GoToAssist, Cisco, VOIP.
- Adaptability, Time Management, Leadership, Creativity, Collaboration, Curiosity