

LILA MONTGOMERY

Client Service Manager

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☎ (123) 456-7890

📍 Chicago, IL

🌐 [LinkedIn](#)

EDUCATION

Bachelor of Science
Communication Studies
Northwestern University

📅 2008 - 2012

📍 Evanston, IL

SKILLS

- HubSpot
- Slack
- Constant Contact
- Trello
- Tableau
- Freshdesk
- Buffer
- Microsoft SharePoint
- Typeform
- GoToMeeting

WORK EXPERIENCE

Client Service Manager

TransUnion

📅 2017 - current 📍 Chicago, IL

- Utilized HubSpot for efficient client communication and relationship management, which **improved client retention by 67%**.
- Operated Slack for internal communication, which enhanced seamless collaboration across cross-functional teams by 34%.
- Used Constant Contact for targeted client communications, achieving a 71% increase in client response rates.
- Collaborated with clients to gather feedback and insights, facilitating data-driven improvements and product enhancements by 61%.

Account Manager

Huron Consulting Group

📅 2014 - 2017 📍 Chicago, IL

- Employed Tableau for data visualization, providing clients with insightful reports that **improved decision-making by 58%**.
- Implemented Trello for project management that enhanced internal organization and enhancing client deliveries by 62%.
- Worked closely with clients to understand their needs, resulting in tailored solutions and a 69% increase in customer satisfaction.
- Leveraged Freshdesk for effective issue resolution, which reduced response time by 73% and ensuring prompt client support.

Account Coordinator

CDW

📅 2012 - 2014 📍 Lincolnshire, IL

- Managed client communications and documentation using Microsoft SharePoint, which **enhanced the accuracy of record-keeping by 51%** and streamlining information sharing.
- Launched the use of Buffer for social media management, achieving a 41% increase in brand visibility and engagement.
- Conducted client surveys using Typeform, providing valuable insights for client needs assessment and improving service quality by 41%.
- Organized and facilitated client meetings using GoToMeeting while ensuring smooth communication and alignment.