

# SOPHIA THOMPSON

## National Account Manager

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Boston, MA

[LinkedIn](#)

*Accomplished national account manager with experience in customer growth and retention, product diversification, and sustainable growth in profits and revenue. Result-driven, excellent communicator with unmatched critical analysis skills and a perfect fit for a similar role at AT&T.*

## WORK EXPERIENCE

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### Salesforce - Regional Account Manager

2021 - current

Boston, MA

- Relied on Domo insights to retain 50+ high-value clients, **resulting in 14% revenue growth**
- Centralized sales team's communication on Mailchimp and reduced the onboarding process for new clients by 53%
- Supervised 64 customer service workers and in three weeks converted 100+ clients from referrals
- Trained top executives on using Evernote and afterward decision-making meetings took 42% less time

### Rapid7 - Sales Account Manager

2018 - 2021

Boston, MA

- Utilized Microsoft PowerPoint to boost products awareness, surpassing annual KPI within 8 months by 33%
- Introduced effective sales strategies that increased new conversions by 11%
- **Increased departmental productivity by 31%** through using Hootsuite in team management and measuring ROI
- Exceeded quarterly sales quota by converting 27 new high-paying clients

### Wayfair - Sales Account Executive

2015 - 2018

Boston, MA

- Added 21 on-demand product lines, **growing gross annual profits from 27% to 62%**
- Predicted customers trends using Xactly to launch 13 new products that increased overall revenue by 1M+ in a month
- Led aggressive online marketing campaigns and in two weeks grew actual conversions by 37%
- Attained an 88% customer satisfaction rating through the adoption of effective problem-solution strategies

## EDUCATION

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### Boston College - Bachelor of Science, Management

2011 - 2015

Chestnut Hill, MA

## SKILLS

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Xactly; Domo; Hootsuite; Microsoft Powerpoint; Evernote; Mailchimp