
Account Service Manager Resume

Job Objective

Long time Account Service Manager seeks position with your company where I can work with others who have the same drive and integrity that I would bring to the job.

Highlights of Qualifications:

- Wide experience in managing accounts for health products and related services
 - Deep knowledge of company infrastructure and processes
 - Exceptional knowledge of products and systems
 - Remarkable ability to multitask and prioritize workload
 - Sound ability to identify problems and resolve all issues
 - Amazing skills to work on Microsoft Office products
 - Excellent communication skills in both oral and written forms
 - Familiarity in data entry and typing
 - Proficient in performing basic math in process
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Professional Experience:

Account Service Manager
Unisys, Harlingen, TX
October 2008 – Present

- Monitored all inquiries, resolved all issues and ensured customer satisfaction in all cases.
- Coordinated with management team and developed ways to avert all problems.
- Prepared presentations for both existing and prospective clients and ensured achievement of all goals.
- Provided support to all high level accounts and monitored all activities.
- Assisted senior consultants in preparing renewals, resolved all network and service issues.
- Managed complex issues, identified problems and allocated appropriate resources to resolve it.
- Maintained and evaluated all summary plans and its descriptions.
- Documented and organized files and maintained copies of all client correspondence.

Account Services Specialist
Farm Credit Services, Harlingen, TX
August 2003 – September 2008

- Managed all data and presented it in a appropriate format.
- Provided optimal customer services to both internal and external clients.
- Monitored all cargo and resolved any issues on same.
- Coordinated with management team, analyzed reports and developed corrective measures.
- Administered customer cargo through organizations supply chain.

Account Service Representative
EMC, Harlingen, TX
May 1998 – July 2003

- Managed all inquiries and resolved issues ensuring optimal customer satisfaction.
 - Coordinated with Supervisor and developed ways to avert all problems.
 - Administered new account installations for various account teams.
 - Provided support to incoming calls from all clients and brokers.
 - Scheduled fund trustee presentations in coordination with supervisor for all customer activities.
 - Maintained contract details and managed service requests.
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Education:

Bachelor's Degree in Accounting
Daniel Webster College, Nashua, NH
Master's Degree in Business Administration
Becker College, Worcester, MA

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