**Brittany M. Weeks**

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**Career Objective:**

Seeking an Account Representative position with “RJ Young Co.” where I can utilize my communication, problem-solving, organizational, and presentation skills along with the experience in building and maintaining customer relationships to achieve organization's goals.

**Summary of Skills:**

* Active listening, communication, and relation building skills
* Experience in managing multiple accounts and sales funnel, converting leads into opportunities along with the strong numerical and statistical skills
* Effective customer-service and presentation skills
* Excellent organizational skills with abilities to handle and accomplish multiple tasks simultaneously
* Strong problem-solving and analytical skills to address and solve customer problems accurately and in timely manner
* Detail-oriented and ability to think critically and strategically while considering the needs of both customer and the company
* Proficient in using MS Office Suite products, Google Docs, Web, Sales Force and other CRM tools
* Self-motivated and ability to adapt in a fast-paced working environment

**Work Experience:**

Account Representative NBC Universal Inc., New York, NY February 2016 – Present

* Building and maintaining long-term customer relationships and be the primary point of contact between clients and internal teams
* Cold calling potential customers, and developing leads through referral channels
* Following-up and addressing issues of customers regularly by delivering effective solutions
* Developing relationships with stakeholders, key accounts, and executive sponsors
* Forecasting and tracking key accounts metrics, and also clearly communicating the process of monthly initiatives to stakeholders
* Using proactive tactics to explore new opportunities, and supporting implementation of new business strategies to enhance the organization's reputation and growth
* Negotiating contracts, handling paperwork such as invoices and purchase orders
* Drafting and mailing regular reports on account status, sales activity and possible issues to concerned authority

Account Representative

Seasoning Technology, New York, NY

December 2014 - January 2016

* Identified and documented feedback based on customer issues and services, potential opportunities, competitor strategies, and similar information for improving organization's growth
* Kept up-to-date and accurate account records, including titles and contact information of clients
* Developed sales strategies, proposals, and forecasts on future revenue growth
* Conducted product demonstrations and sales presentations
* Responded to clients' questions, and maintained logs of conversations daily
* Delivered outstanding customer-service to old and new clients
* Assisted in resolving customer service inquiries and complex problems
* Performed post sales follow-up to ascertain satisfaction of customers
* Utilized online resources to maintain accurate records of sales calls, and communicated daily sales activities to the manager

**Education:**

* Bachelor of Science in Marketing  
  Pace University, New York, NY  
  2014

**Certifications:**

* Chartered Global Management Accountant, 2015   
  Certified Public Accountant, 2012

**Reference:**

On request.