



THOMAS BECKER

Client Account Manager

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Oklahoma City, OK 



PROFESSIONAL SUMMARY

Experienced and dedicated Client Account Manager with 6+ years of experience in managing client relationships and ensuring customer satisfaction. Skilled in strategic planning, relationship management, and delivering tailored solutions to meet client needs.

EDUCATION

2014 - 2018

Bachelor of Business Administration

University of Oklahoma / Norman, OK

SKILLS

- Client Relations **Expert**
- Project Management **Expert**
- Financial Analysis **Expert**
- Risk Management **Expert**
- Negotiation **Expert**
- Sales **Expert**
- Problem Solving **Expert**
- Account Reconciliation **Expert**

COURSES

2023

Salesforce Certified Administrator

Salesforce University

2020

Certified Account Manager (CAM)

Association of International Product Marketing and Management (AIPMM)

LANGUAGES

- Spanish (Intermediate)

EXPERIENCE

2020 - Now

Client Account Manager

Dell Technologies / Oklahoma City, OK

- Manage a portfolio of over 30 clients in the technology sector, ensuring their needs were met and issues were promptly resolved, leading to a 20% increase in client retention.
- Develop and implement account strategies that resulted in a 15% growth in account revenue, totaling .2 million in annual sales.
- Collaborate with product development and technical support teams to deliver customized solutions, improving overall client satisfaction scores by 25%.
- Conduct quarterly business reviews with clients to discuss performance metrics, address concerns, and identify opportunities for upselling and cross-selling.

2018 - 2020

Account Coordinator

Devon Energy / Oklahoma City, OK

- Provided administrative support to the account management team, ensuring efficient and effective client service for over 50 accounts.
- Maintained accurate client records and updated CRM systems to reflect current account status and activities.
- Assisted in the preparation and delivery of client proposals and presentations, contributing to a 5% increase in new business acquisition.
- Coordinated and scheduled client meetings, ensuring all necessary materials and resources were available.