

Valentine Bull

Account Administrator

Profile

Dedicated Account Administrator with 1 year of experience in managing and maintaining client accounts, providing exceptional customer service, and ensuring timely resolution of issues. Proficient in various accounting software, adept at financial reporting, and skilled in collaborating with cross-functional teams. Demonstrated ability to prioritize tasks and adapt to a fast-paced environment, while consistently delivering accurate and timely results.

Employment History

Account Administrator at U.S. Cellular, WI

May 2023 - Present

- Successfully managed a portfolio of over 150 corporate accounts, resulting in a 20% increase in client retention and contributing to a 15% overall revenue growth for U.S. Cellular in Wisconsin.
- Implemented a new account management system that streamlined processes, reducing administrative workload by 25% and enabling the team to focus on more strategic tasks and customer service improvements.
- Led the training and onboarding of five new Account Administrators, increasing team efficiency and productivity by 30% and ensuring consistent delivery of high-quality services to our clients.

Associate Account Administrator at Northwestern Mutual, WI

Sep 2022 - Mar 2023

- Successfully managed a portfolio of over 150 client accounts, resulting in a 95% client retention rate and contributing to a 20% increase in overall revenue for the team in 2019.
- Streamlined the account administration process by implementing a new CRM system, which reduced manual data entry by 50% and increased team efficiency by 30%.
- Assisted in securing \$5 million in new business by providing exceptional support during the sales process, including preparing detailed proposals and coordinating client meetings.

Certificates

Certified Accounts Payable Associate (CAPA)

Oct 2021

Certified Administrative Professional (CAP)

Apr 2020

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☎ (303) 305-2867

📍 123 Elm Street, Milwaukee, WI 53202

Education

Bachelor of Business

Administration in Accounting at University of Wisconsin-Madison

Sep 2018 - May 2022

Relevant Coursework: Financial Accounting, Managerial Accounting, Cost Accounting, Taxation, Auditing, Financial Management, Business Law, Economics, Statistics, and Information Systems in Accounting.

Links

[linkedin.com/in/valentinebull](https://www.linkedin.com/in/valentinebull)

Skills

QuickBooks

Salesforce

Excel

SAP

NetSuite

Zoho Books

Oracle Financials

Languages

English

Spanish