

CELIE BRICKEN

Account Coordinator

celie.bricken@gmail.com

(796) 258-9733

123 Maple Street, Grand Rapids, MI 49503



PROFILE

Results-driven Account Coordinator with 1 year of experience in effectively managing client relationships and coordinating projects to ensure timely delivery. Adept at collaborating with internal teams, identifying client needs, and providing exceptional customer service. Proven ability to multitask, prioritize, and maintain strong attention to detail in fast-paced environments. Seeking to contribute to the success of a dynamic organization by leveraging strong communication skills and a proactive approach.

LINKS

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

SKILLS

Salesforce proficiency

Excel mastery

Budgeting expertise

Trello management

Asana utilization

Google Analytics insights

Mailchimp campaigns

LANGUAGES

English

Mandarin

HOBBIES

EMPLOYMENT HISTORY

Account Coordinator at Johnson Controls, MI

May 2023 - Present

- Successfully managed a portfolio of over 50 client accounts, ensuring a 95% retention rate and generating \$1 million in annual revenue for Johnson Controls, MI.
- Streamlined internal communication processes, resulting in a 20% increase in team efficiency and a 15% reduction in response time to client inquiries.
- Implemented an innovative account management system that improved client satisfaction by 30% and reduced account-related errors by 25%.
- Led a cross-functional project team to develop and launch a new service offering, resulting in a 10% increase in overall company revenue and the acquisition of 12 new high-profile clients.

Associate Account Coordinator at General Motors, MI

Sep 2022 - Mar 2023

- Managed a portfolio of over 50 General Motors accounts, resulting in a 20% increase in revenue for the company within one year.
- Successfully coordinated and executed marketing campaigns for new vehicle launches, contributing to a 15% increase in sales for the targeted models.
- Streamlined communication processes between clients and internal teams, leading to a 25% reduction in response time and a 10% increase in overall client satisfaction ratings.
- Identified opportunities for cost savings and efficiency improvements in account management processes, ultimately reducing operational costs by 12% and increasing profitability.

EDUCATION

Bachelor of Arts in Business Administration at University of Michigan, Ann Arbor, MI

Sep 2018 - May 2022

Relevant Coursework: Financial Accounting, Managerial Economics, Operations Management, Marketing, Business Analytics, Human Resources, Organizational Behavior, Strategic Management, and Business Ethics.

CERTIFICATES

Certified Professional in Account Management (CPAM)

Jan 2022

Certified Marketing Coordinator (CMC)

Sep 2020