

Chancey Pfirman

Account Manager

Profile

Results-driven Account Manager with 2 years of experience in managing client relationships, collaborating with internal teams, and driving revenue growth. Proficient in developing innovative strategies to expand existing accounts while identifying new business opportunities. Strong communication and negotiation skills, with a proven track record of exceeding sales targets and ensuring high levels of client satisfaction. Demonstrates a commitment to continuous improvement and professional development.

Employment History

Account Manager at Red Hat, NC

Mar 2023 - Present

- Successfully expanded the client base by 35% within one year, resulting in a 25% increase in annual revenue for Red Hat, NC.
- Implemented a new account management strategy that improved client retention rate by 20% and increased customer satisfaction scores by 15%.
- Led a team of 5 account executives to exceed sales targets by 10%, generating over \$2 million in additional revenue for Red Hat, NC.
- Streamlined internal communication processes, reducing response times to client inquiries by 50% and improving overall efficiency within the account management department.

Associate Account Manager at Cisco, NC

Jul 2021 - Feb 2023

- Successfully expanded the client base by 25% within one year, generating \$1.5 million in new revenue by identifying and targeting key prospects in the technology industry and establishing strong relationships with decision-makers.
- Streamlined the account management process, resulting in a 30% increase in efficiency and a 15% reduction in client attrition by implementing a new CRM system and providing comprehensive training to the team members.
- Achieved a 95% client satisfaction rate by consistently delivering exceptional customer support, timely resolution of issues, and proactive communication, leading to a 20% increase in contract renewals and upsells.

Certificates

Certified Strategic Account Manager (CSAM)

Mar 2022

Certified Professional Sales Person (CPSP)

Jan 2021

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📍 123 Elm Street, Raleigh, NC 27607

Education

Bachelor of Business Administration in Marketing and Sales at University of North Carolina at Chapel Hill, NC

Aug 2017 - May 2021

Relevant Coursework: Marketing Principles, Sales Management, Consumer Behavior, Digital Marketing, Brand Management, Market Research, Advertising, Product Development, Strategic Marketing, and Customer Relationship Management.

Links

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

Skills

Salesforce proficiency

CRM mastery

Negotiation expertise

Presentation abilities

HubSpot knowledge

Conflict resolution

Networking prowess

Languages

English

Urdu