

TALAR SPALLONE

Business Account Manager

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(150) 392-5973

123 Elm Street, Oklahoma City, OK 73102



PROFILE

Results-driven Business Account Manager with 2 years of experience in building and managing high-performing client relationships. Proven success in driving revenue growth, identifying new business opportunities, and implementing client-focused solutions. Strong communication and negotiation skills, with a talent for fostering long-term partnerships and delivering exceptional customer service.

LINKS

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

SKILLS

Salesforce proficiency

QuickBooks expertise

Microsoft Excel mastery

Google Analytics understanding

Tableau utilization

Zoho CRM knowledge

HubSpot familiarity

LANGUAGES

English

Hindi

HOBBIES

Golfing

Photography

Cooking or baking

EMPLOYMENT HISTORY

● Business Account Manager at Paycom, OK

Apr 2023 - Present

- Successfully expanded the client base by 35% within the first year, resulting in a 50% increase in revenue and solidifying Paycom's presence in the Oklahoma market.
- Implemented a new customer relationship management (CRM) system that increased efficiency and streamlined communication between the sales team and clients, leading to a 25% reduction in response time and a 10% increase in client satisfaction ratings.
- Spearheaded the development and execution of a targeted marketing campaign, which led to a 20% increase in qualified leads and contributed to a record-breaking quarter with a 30% growth in sales.

● Associate Business Account Manager at Love's Travel Stops & Country Stores, OK

Aug 2021 - Feb 2023

- Successfully increased sales revenue by 20% within the first year, by identifying growth opportunities and implementing strategic sales initiatives to target new clients and expand existing accounts.
- Streamlined account management processes, resulting in a 15% improvement in client retention rate and a 10% reduction in customer service response time, enhancing overall customer satisfaction and loyalty.
- Developed and executed an effective marketing strategy that generated a 25% increase in foot traffic to Love's Travel Stops & Country Stores locations, contributing to a significant boost in overall sales and profitability.

EDUCATION

Bachelor of Business Administration in Account Management at University of Oklahoma, Norman, OK

Sep 2017 - May 2021

Relevant Coursework: Financial Accounting, Managerial Accounting, Micro and Macro Economics, Business Statistics, Corporate Finance, Marketing Management, Business Law, Human Resource Management, Operations Management, Strategic Management, and Account Management Techniques.

CERTIFICATES

Certified Strategic Account Manager (CSAM)

Nov 2021