

Daneka Vandy

Client Relationship
Manager

Details

daneka.vandy@gmail.com

(396) 197-7129

1234 Magnolia Street, Baton Rouge, LA 70806

Profile

Results-oriented Client Relationship Manager with 2 years of experience focused on fostering and maintaining strong client relationships. Expert in account management, problem-solving, and driving customer satisfaction. Proficient in developing customer-centric solutions, delivering exceptional service, and ensuring client retention. Effective communicator with proven ability to build rapport and collaborate with cross-functional teams. Committed to continuous improvement and adept at adapting to evolving business environments.

Employment History

Client Relationship Manager at Louisiana Economic Development, LA

May 2023 - Present

- Successfully expanded the client portfolio by 35% within a year, resulting in an additional \$2 million in annual revenue for Louisiana Economic Development.
- Implemented a new CRM system that increased client engagement and satisfaction rates by 25%, leading to a 15% increase in client retention over a two-year period.
- Spearheaded a targeted marketing campaign that attracted 50 new high-profile clients, contributing to a 20% growth in overall business for the organization in just 18 months.

Associate Client Relationship Manager at Entergy Louisiana, LA

Aug 2021 - Apr 2023

- Successfully increased client retention rate by 25% within the first year by proactively addressing concerns, providing timely solutions, and maintaining consistent communication with clients.
 - Streamlined the onboarding process for new clients, reducing the turnaround time by 40% and increasing overall client satisfaction by 15%.
 - Developed and implemented a quarterly business review process, leading to a 30% increase in upsell opportunities and contributing to a 10% revenue growth for the company.
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Education

Bachelor of Business Administration in Client Relationship Management at Louisiana State University, Baton Rouge, LA

Aug 2017 - May 2021

Relevant Coursework: Client Relationship Management, Sales and Marketing, Consumer Behavior, Business Communications, CRM Systems and Technologies, Market Research and Analysis, Negotiation and Conflict Resolution, Leadership and Team Building, Customer Retention Strategies, and Project Management.