

Karolynn Tanguy

Strategic Account Manager

Strategic Account Manager with 5 years of experience in cultivating and nurturing long-term relationships with key clients, driving revenue growth, and developing customized solutions to meet client needs. Adept at identifying opportunities for expansion and collaborating with cross-functional teams to deliver exceptional results. Proven track record in exceeding sales targets, negotiating contracts, and facilitating successful account management processes. Strong analytical and communication skills, with a commitment to fostering client satisfaction and loyalty.

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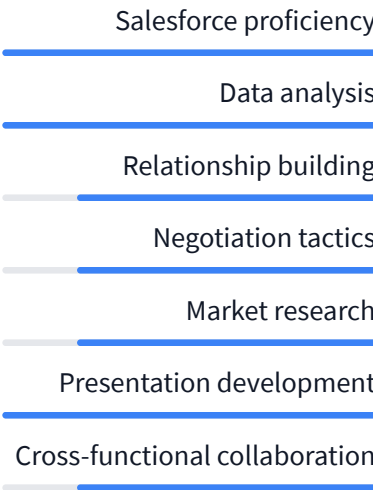
Education

**Bachelor of Business
Administration in Sales and
Marketing at West Virginia
University, Morgantown, WV**
Aug 2014 - May 2018
Relevant Coursework:
Marketing Principles,
Consumer Behavior, Sales
Management, Digital
Marketing, Market Research,
Advertising & Promotion, Brand
Management, and Strategic
Marketing.

Links

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

Skills



Employment History

Strategic Account Manager at Charles River Laboratories, WV

May 2023 - Present

- Secured a \$5 million contract with a major pharmaceutical client, resulting in a 20% increase in annual revenue for the West Virginia branch of Charles River Laboratories.
- Successfully managed and expanded relationships with 10 key strategic accounts, leading to a 30% growth in business from existing clients and contributing to a 15% overall increase in company profits.
- Implemented a new account management strategy that streamlined communication processes and improved customer satisfaction ratings by 25%, leading to higher client retention and stronger long-term partnerships.

Associate Strategic Account Manager at Chemours, WV

Sep 2018 - Apr 2023

- Successfully expanded the client base by 25% within one year, leading to a 15% increase in annual revenue for Chemours, WV.
- Implemented a comprehensive account management strategy that improved client retention rate by 30%, resulting in higher customer satisfaction and long-term partnerships.
- Spearheaded a cross-functional team to identify and address key customer pain points, resulting in a 20% reduction in customer complaints and a 10% increase in overall customer satisfaction ratings.

Certificates

Strategic Account Management Association (SAMA) Certification

Oct 2021

Certified Key Account Manager (CKAM)

Jul 2020

Memberships

- Strategic Account Management Association (SAMA)
- Association for Key Account Management (AKAM)