

Kendallyn Biliter

Technical Account Manager

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☎ (805) 329-5657

📍 123 Pine Street, Portland, ME 04101

Education

Bachelor of Science in Information Technology at University of Maine, Orono, ME

Aug 2016 - May 2021

Relevant Coursework: Database Management Systems, Web Development, Software Engineering, Computer Networks, Cybersecurity, Cloud Computing, Data Analytics, Mobile Application Development, Operating Systems, and Human-Computer Interaction.

Links

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

Skills

Salesforce proficiency

SQL expertise

Python programming

JIRA mastery

Tableau visualization

API integration

Linux administration

Languages

English

Italian

Profile

Technical Account Manager with 2 years of experience in bridging the gap between clients and technical teams, ensuring seamless project execution and customer satisfaction. Proficient in managing client relationships, delivering technical solutions, and collaborating with cross-functional teams. Demonstrates strong problem-solving and communication skills, as well as a keen ability to adapt to evolving technologies and industry trends.

Employment History

Technical Account Manager at Acadia Insurance, ME

May 2023 - Present

- Successfully managed a portfolio of 50+ key technical accounts, resulting in a 20% increase in overall client satisfaction and retention rate at Acadia Insurance, ME.
- Streamlined the technical support process by implementing new strategies and tools, reducing average resolution time by 30% and improving customer experience.
- Identified and closed \$1M worth of upsell opportunities within existing accounts, contributing to a 15% increase in annual revenue for the company.
- Developed and led quarterly account review sessions with clients, resulting in a 25% increase in proactive issue resolution and fostering stronger client relationships.

Associate Technical Account Manager at Unum, ME

Aug 2021 - Mar 2023

- Successfully managed a portfolio of 50+ clients, leading to a 95% retention rate and generating over \$2 million in annual recurring revenue.
- Implemented process improvements that increased team efficiency by 30%, resulting in faster issue resolution for clients and higher customer satisfaction ratings.
- Conducted comprehensive technical training sessions for 100+ clients, driving increased product adoption and contributing to a 25% increase in upsell opportunities.
- Collaborated with cross-functional teams to resolve 80% of escalated client issues within 48 hours, surpassing the company's service-level agreement target by 20%.

Certificates

Technical Sales Professional (TSP) Certification

Oct 2021

AWS Certified Solutions Architect - Associate

Jun 2020