Janelle Harper

# Account Manager

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LinkedIn | Portfolio

Account manager with over seven years of experience managing client relationships in the technology and marketing sectors. Skilled in upselling, cross-functional coordination, and account retention. Known for consistently exceeding revenue goals by fostering strong partnerships and delivering tailored service solutions that align with business needs.

# PROFESSIONAL EXPERIENCE



## Account Manager

*Paciftc Axis Media, Seattle, WA | April 2020 - Present*

Manage a portfolio of 25 client accounts, generating $4.2 million in annual revenue

Increased account retention rate by 31% by implementing regular check-ins and proactive solution planning

Collaborate with sales, creative, and product teams to deliver campaigns aligned with client key performance indicators (KPIs)

## Client Success Associate

*ClearPath Solutions, Bellevue, WA | May 2017 - March 2020*

Supported onboarding and account growth for mid-sized tech clients, contributing to 18% YoY revenue increase

Developed quarterly business reviews and customized reporting dashboards for 15+ key accounts

Served as liaison between clients and internal departments to resolve service issues quickly and professionally

# KEY SKILLS

Client relationship management Cross-functional collaboration Forecasting and reporting Revenue growth strategy Salesforce CRM

# EDUCATION AND CERTIFICATIONS

**Bachelor of Science (B.S.) Business Administration** University of Washington, Seattle, WA | May

## Certified Account Manager (CAM)

Strategic Account Management Association | 2021

## Salesforce Certified Administrator

2020