



Janelle Harper

Account Manager

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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

Pacific 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