

# LISA PAULSEN

## Account Manager

1515 Pacific Ave, Los Angeles, CA 90291, United States

[email@email](mailto:email@email)

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Place of birth ..... *San Antonio*      Nationality ..... *American*  
Driving license ..... *Full*

### LINKS

*[Twitter](#), [LinkedIn](#)*

### PROFILE

*Dedicated Account Manager, bringing 10 years' experience in corporate client services in the Oil and Petroleum sector. A proven record in managing corporate key accounts in excess of \$100 million per annum, Extensive tenure in managing a vast network of key accounts executives. Proven skill at managing multiple projects at one time. Confident public speaking and communication skills.*

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### EXPERIENCE

#### ❖ **Global Key Account Manager, Inash Oil & Petroleum** ..... Sep 2016 – Apr 2019

*Sales performance with current clients increased by 20% following the implementation 6-month account executive exchange programmes to company locations abroad.*

Dallas, TX

- Secure global RFP bids for clients totaling ten years and \$800 million in transaction revenue over contract terms
- Manage a national team of five Account Managers and twenty account executives
- Consistently exceeded annual sales goals during work tenure
- Organized committees responsible for pre-sales and after sales service
- Brought significant growth of 16% in aftermarket sales through creation and implementation of strategic sales and marketing plans as well as talent management pipelines.
- Conceptualization and implementation of national accounts programs to increase brand visibility
- Responsible for monitoring pre and post-sales quality standards to ensure service excellence across the client territories

#### ❖ **Regional Account Manager, Asol Lubricants** ..... Dec 2012 – Aug 2016

*Cultivated over \$550,000 in recurring account sales within 18 months.*

Austin, TX

- Exceed target growth prospects by 28% via continuous interaction with client stakeholders, to facilitate opportunity surveys
- Post-Sales: Capture intelligence data of client business needs, and competition products used to investigate cross-selling and upselling strategies customized for each client group
- Successfully oversee all projects for current engagement by monitoring commitments concerning quality, effort, cost, and schedule
- Hold a Zero complaint and escalation track record
- Developing accounts executive's potential thru periodic appraisals, training plans, and mentorship

#### ❖ **Account Manager, Presidion Petroleum** ..... Feb 2010 – Nov 2012

*Increased total revenue an average of 12% annually by upselling activities.*

San Antonio, TX

- Manage \$6 million in annual sales with recurring clients and hold with complete P&L accountability for fourteen counties in Texas.
- Drive brand management strategies yielding 12+% annual growth of supplementary products to key accounts
- Recover \$1 million in inactive accounts by initiating customer Q& A meetings, demonstrations, and online client education and training webinars

- Expand company service offering to affiliate stores of six main key accounts which doubled client spent turnover
- Decrease transportation costs by securing service level agreements with local transport providers
- Conduct client interviews for testimonial and referral purposes

## EDUCATION

- ❖ **University of Denver** ..... Apr 2008 – Jan 2011  
*Bachelor Degree in Advertising and Marketing* ..... Denver, CO
- ❖ **Business College of New York** ..... Apr 2019  
*Advanced Diploma in Global Customer Relationship Management* ..... Brooklyn, NY

## SKILLS

Strategic Customer Relations ..... <i>Expert</i>	Upselling & Cross-Selling Techniques ..... <i>Expert</i>
Marketing Analytics ..... <i>Expert</i>	Corporate Consulting ..... <i>Expert</i>
Market Research ..... <i>Expert</i>	Client Retention ..... <i>Expert</i>
Client Expansion Activities ..... <i>Expert</i>	Leadership ..... <i>Expert</i>
Networking ..... <i>Expert</i>	Negotiations ..... <i>Expert</i>
Budgeting ..... <i>Experienced</i>	Project Management ..... <i>Experienced</i>

## COURSES

- ❖ **Certified Key Accounts Manager (CKAM), Udemy, Online** ..... Apr 2013 – Apr 2014  
*Udemy, Online*
- ❖ **Certificate in Project Management** ..... Nov 2010 – Nov 2011  
*Certified Institute of Project Managers (CIPM)*

## LANGUAGES

English ..... *Native speaker*      Dutch ..... *Native speaker*

## HOBBIES

*Skiing, Hiking, Cycling*

- ❖ **Global Big Brother Initiative** ..... Aug 2017  
*Conduct online discussion sessions with graduates in the accounts management field.*