

Mia

Bilingual Account Manager

Profile

Hardworking Account Manager gifted at lead generation and efficiently resolving customer issues. Engaging and personable with the ability to increase business opportunities through outstanding client presentations, effective communication skills and a dedication to customer service.

Employment History

Bilingual Account Manager at analytics company, Toronto

October 2019 — April 2020

- Developed and maintained relationships with 30 key business executives
- Provided support to clients through email, phone, online presentations and screen-share using Zoom, Slack
- Collaborated with sales team to identify and grow opportunities within North America and increased sales by 30%
- Updated and maintained all account history and activity reports using Salesforce and LastPass

Events Manager / Admin Assistant at local housing charity, Toronto

January 2019 — September 2019

- Performed administrative and secretarial support duties to senior management in a residence with 315 tenants
- Monitored all event activities to ensure compliance with regulations and laws, satisfaction of participants
- Planned and developed programs, agendas and services according to events needs

Bilingual Corporate Service Lead at credit card company, Toronto

August 2017 — October 2018

- Responded to inbound customer inquiries, such as account management, billings and customer complaints - 100 calls per day
- Cross-sold and sold customized features, products and services depending on the customer's needs
- Maintained excellent response time on every call while adhering to privacy laws and customer service procedures

Details

Address
Phone number
[Email address](#)

Links

[LinkedIn](#)
[Twitter](#)

Skills

Knowledge of MS Office

[Google Suite](#)

[Brand Marketing](#)

[Customer / User Success](#)

[Public Relations](#)

Languages

[French](#)

[Arabic](#)

Hobbies

Photojournalism, Refugee Mental Health and Humanitarian Travel

Education

Bachelors of Arts, University of Guelph-Humber, Toronto

September 2011 — June 2015

Specialization in Public Relations