**Scott M. Feller**

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**Professional Summary:**

Highly professional and skilled National Account Manager with a solid experience in coordinating client's accounts, marketing and offering best sales and customer services. Possess commercial awareness, outstanding sales, communication and strategic thinking skills in handling accounts, planning and implementing effective account strategies, forecasting business revenues and costs, and assessing organization's performance.

**Summary of Skills:**

* Experience in developing and implementing strategic accounting policies and systems, analyzing business needs and solving issues, customer-servicing, overseeing sales and marketing to improve overall growth
* Strong leadership and team working skills to motivate and supervise teams to perform efficiently and generate more leads
* Solid communication and presentation skills to build and manage good relationships and rapport with customers as well as team members
* Excellent organizational and time-management skills along with the ability to accomplish multiple tasks simultaneously within strict deadlines
* Detail-oriented as well as ability to understand, negotiate and meet clients' requirements
* Strong analytical skills to identify and interpret complex data for making more effective business decisions and sales strategies
* Ability to adapt in a fast-paced work environment and to learn new skills, technologies, and latest business and accounting trends
* Strong client-service and problem-solving skills
* Proficiency in using MS Office suite, and Internet.

**Work Experience:**

National Account Manager

PHS Group, New York, NY

January 2016 - Present

* Managing, supporting, and growing business relationships with the existing accounts as well as developing strategies to increase sales and revenue of the organization by building relationships with the new ones
* Identifying profitable business leads and building a pipeline of prospective customers by identifying their needs and solving issues accurately
* Working closely with the Sales Director by providing accurate reports, growth and strategic plans as well as assisting them with managing monthly, quarterly, and annual sales forecasts
* Providing analytical rationale to identify, develop and implement activities within the allocated account base to facilitate the achievement of overall business, and market objectives
* Creating sales strategies by gathering market information, keeping abreast of industry trends, and best practices, analyzing opportunities, and documenting sales methodology
* Actively participating in sales meetings focused on driving sales, and achieving strategic objectives as well as reporting on sales goals, forecasting and wins
* Responding to clients' inquiries by preparing responses to requests for proposals and quotations
* Liaising with sales and marketing departments as well as supervising regional managers to set and implement plans for increasing sales and profitability.

Account Manager

Dotson Corporation, New York, NY

April 2013 - December 2015

* Maximized sales by implementing advanced business plans, forecasting and analytical expertise with the other account managers while delivering best customer services
* Worked closely with internal teams to manage team communication regarding projects, timeline and budgets
* Managed full client life-cycle including responded to queries, proposal writing, project completion, relationship management and support, sought feedback while identifying new opportunities and sales leads to improve organization's growth
* Communicated progress of monthly and yearly project initiatives, prepared reports for the stakeholders, and the top management
* Analyzed data, trends, market insights and logic to develop tailored campaign recommendations, and opportunities for continued success of the organization
* Documented sales activities in CRM, and maintained customer applications database
* Addressed complex account issues in a timely and attentive manner, and ensured their effective and long-term resolution to ensure complete client satisfaction

Senior Sales Account Representative

Blue Apron, New York, NY

October 2011 - March 2013

* Effectively managed individual and team's goals of daily prospecting activities, including target account research, outbound calls, emails and social selling while maintaining accurate CRM records
* Remained up-to-date with the latest advertising and marketing trends, competitive activities, product applications and reviews, customer requirements and issues as well as presented reports to the upper management
* Created an open environment for the sales team, and supported in achieving daily targets
* Established and maintained good relationships and rapport with current and prospective customers to generate more sales leads for the organization
* Developed accurate forecasts and managed daily and monthly sales activities in CRM

**Education:**

* Master's Degree in Marketing  
  University of New York, New York, NY  
  2010
* Bachelor's Degree in Marketing   
  University of New York, New York, NY  
  2007

**Certification:**

* Certified Strategic Account Manager   
  2011

**Reference:**

On request.