



JOANA AZEVEDO

PERSONAL DETAILS

Name
Joana Azevedo

Email
exemplos@cvmaker.pt

SKILLS

- Client Relationship Management
- Account Planning and Strategy
- Needs Assessment
- CrossSelling and Upselling
- Negotiation
- Contract Management
- CRM Software
- Market Research and Analysis

COURSES AND CERTIFICATES

- Sales Professional Certification (SPC)
Bywater (online), 2023
- Advanced Negotiation Skills Certification
London Business School (online), 2022

LANGUAGES

- English ● ● ● ● ●
- Portuguese ● ● ● ● ●

Results-oriented Account Manager with 5+ years of experience in fast-paced, dynamic environments. Proven track record of building and maintaining strong client relationships, exceeding sales targets, and driving revenue growth. Excellent interpersonal skills to address customers' needs and concerns as quickly and effectively, developing and maintaining strong relationships.

WORK EXPERIENCE

Account Manager2021 - Present

CX Sales Solutions, Vila Real, Portugal

Manage a diverse portfolio of key client accounts, ensuring customer satisfaction, retention, and revenue growth. Collaborate with clients to understand their business needs and challenges and provide tailored solutions that align with their goals. Conduct regular business reviews with clients to discuss performance metrics, identify opportunities for improvement, and present new products or services. Act as the main point of contact for clients, addressing inquiries, resolving issues, and maintaining open lines of communication.

- Orchestrated a comprehensive growth strategy that resulted in a 25% increase in revenue within the first quarter.
- Implemented a proactive client retention initiative that led to a remarkable 98% client retention rate over two consecutive years.

Sales Representative2018 - 2021

WebTrends, Porto, Portugal

Collaborated with the marketing team to develop targeted campaigns and materials, effectively communicating the value proposition to clients. Provided product demonstrations and training sessions to clients, enabling them to utilise the features and benefits of our solutions fully. Built and maintained a strong network within the industry, attending conferences and events to stay updated on market trends and competitor activities.

- Consistently ranked among the top 5% of sales representatives for achieving and surpassing individual sales quotas.
- Identified and pursued new business opportunities within the existing client base, resulting in a 15% increase in revenue within a year

ADDITIONAL EXPERIENCE

Retail Assistant, Primark, Portugal, 2014 - 2017

EDUCATION

Bachelor of Business Administration (BBA) in Sales and Marketing
University of Porto, 2017