Leena Patel

Account Manager

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Summary

Account manager for B2B service clients in the UAE. Progressed from account coordination to managing reviews, renewal preparation and expansion discussions with delivery and finance colleagues.

Experience

Aug 2023 - Present

Account Manager, Example Olive Business Services

Dubai, United Arab Emirates

- Manage the working relationship for 22 B2B service accounts, coordinating quarterly reviews with delivery and finance colleagues.
- Supported renewal of 18 of 20 contracts due in 2025, reporting contract-count retention separately from revenue retention.
- Identified six expansion opportunities through service reviews; four converted to signed additional scope worth AED 180,000 in annual contract value.
- Introduced a shared action log for priority accounts, reducing overdue internal follow-ups from 31 to 12 over one quarter.

Aug 2021 - Jul 2023

Account Coordinator, Example Olive Business Services

Dubai, United Arab Emirates

- Prepared service-review packs and maintained account records, renewal dates and follow-up actions.
- Coordinated delivery updates with operations and referred contract or pricing decisions to the account manager.

Education

BBA in Business Administration 2018 - 2021

Example Lakeside Institute

Skills

Account development: Account plans, Renewal preparation, Expansion discovery, Stakeholder mapping

Client operations: Service review meetings, CRM records, Issue coordination, Commercial handovers

Projects

Quarterly account review template

- Combined agreed service measures, open actions and renewal dates in a reviewed account-meeting template.
- Defined owners and deadlines for follow-up actions and reviewed outstanding items at the next client meeting.

Fictional sample from ResumeGuru. Names, employers and achievements are illustrative.
www.resumeguru.ai/resume-samples/account-manager-resume-sample