

Latashia Inthisone

Account Manager

Profile

Managing client accounts in a professional services organization requires teamwork, attention to detail and excellent customer service skills. I have over 4 years of experience working as an account manager with large law firms and accounting organizations. My responsibilities have included preparing proposals, negotiating fees and managing project timelines. In addition to my industry-specific experience, I excel at building relationships with clients and colleagues alike. What sets me apart is my ability to take on additional assignments without missing a beat – whether it's providing training to new team members or spearheading special projects.

Employment History

Account Manager at Microsoft Corporation in Redmond, WA

Mar 2022 - Present

- Developed and launched successful marketing campaigns for 3 new products, resulting in increased sales by 25%.
- Defined target market segments and developed strategies to grow share of wallet with key clients, generating an additional \$1M in annual revenue.
- Led cross-functional teams through 4 product launches on time and under budget while maintaining high customer satisfaction ratings (4.5/5).
- Successfully negotiated pricing discounts with suppliers which lowered the cost of goods sold by 7%, increase gross margin dollars by \$300K annually.
- Received "Client Service Award" from ABC Company for looking after their interests and always going above & beyond expectations

Account Executive at Amazon.com Services LLC in Seattle, WA

Sep 2018 - Jan 2022

- Achieved sales goals for 5 consecutive quarters
- Exceeded quarterly targets by 15%
- Grew key account by 20% year over year
- Negotiated and implemented new pricing structure with supplier which resulted in 10% cost savings
- Increased customer satisfaction scores from 85% to 95%.

Certificates

Certified Public Accountant (CPA)

Dec 2020

Certified Management Accountant (CMA)

Aug 2019

Chartered Financial Analyst (CFA)

Oct 2017

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Education

B.S./B.A in Accounting at University of Southern California, Los Angeles, CA

Sep 2013 - May 2018

I learned technical skills in accounting, including financial statements, bookkeeping, and tax preparation.

Links

[linkedin.com/in/latashiainthisone](https://www.linkedin.com/in/latashiainthisone)

Skills

Account management

Client relations

Technical support

Product knowledge

Order processing/entry

Invoicing

CRM' software experience

Languages

English

Mandarin