

April Romo

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Summary

Client-focused, organized professional with diverse experience in customer service, business management and project coordination. Effective communicator with the proven ability to quickly build relationships with both clients and business audiences. Quick learner with excellent multi-tasking skills and the ability to quickly master new technology. Known for innovation and creative problem-solving abilities to address business challenges.

Skills

- Business negotiation
- Relationship building
- Strong lead development skills
- Account management
- Revenue retention
- Cold Calling
- Upsell opportunities
- Report writing
- Event planning
- Cross-functional collaboration
- B2B development
- Compliance requirements
- Client meetings
- Strategies and goals
- Regional accounts
- Data analytics
- Issue identification and resolution
- Acquiring new customers
- Sales Force
- Onboarding

Experience

Regional, Strategic Account Manager

June 2017 to May 2019

Omnicare\CVS\Lakewood, CO

- Aided senior leadership by utilizing analytics and providing sales representative feedback.
- Establish contracts, including pricing structures and service terms.
- Streamlined operational efficiencies by developing and implementing customer service protocols and standards.
- Developed and delivered new business requisitions through business-to-business sales and trade shows.
- Communicated with clients via email, phone, online presentations, screen-share and in-person meetings.
- Developed relationships with clients and provided individualized customer service to maintain longevity of accounts.
- Grew customer base by identifying needs to deliver relevant product solutions that met client budgets and schedules.
- Managed performance for all accounts.
- Leveraged industry trends in customer industries and marketplaces to shape value-added solutions and approaches for key audiences.
- Supported sales management to optimize business development.
- Maintained positive and productive relationships by performing location visits.
- Ensured client satisfaction ratings by actively listening and resolving customers comments and concerns.
- Oversaw multiple accounts and worked diligently to meet and exceed performance goals.

Account Manager of Cycle Fill

October 2015 to June 2017

Omnicare\CVS\Lakewood, CO

- Identified client business, operational needs and introduced services to provide solutions.
- Enhanced operational performance by developing effective business development strategies, systems and procedures.
- Monitored supplier operations to verify quality, delivery schedule and conformance to contract specifications.
- Collaborated with staff to maximize customer satisfaction, streamline procedures and improve bottom-line profitability.
- Generated reports detailing project information and predictions.
- Established departmental performance goals, set timelines for targets and trained new employees.

- Improved productivity initiatives, managing budgets and accounts, coordinating itinerary and scheduling appointments.

Front End Manager - Certified Pharmacy Technician

November 2011 to November 2015

King Soopers □ Lakewood, Colorado

- Optimized personnel coverage, preparing work schedules based on staff availability and forecasted demands.
- Monitored safety, health and sanitation processes throughout all areas and enforced rules to promote security and safety.
- Managed customer complaints and rectified issues to complete satisfaction.
- Monitored financial bookkeeping for accuracy and compliance, resolving identified discrepancies.
- Managed cash flow of store, including cashier operations, bookkeeping and security.
- Researched customer health insurance plans to provide prescription authorization and efficient patient care.
- Communicated with physicians to prevent harmful drug reactions, therapy duplications and allergic reactions.
- Created new customer profiles and updated information in pharmacy computer systems.
- Adhered to regulatory guidelines for workplace safety and customer confidentiality.
- Calculated dosage, filled prescriptions and prepared prescription labels.

Education and Training

Bachelor of Arts:Speech Communication, May 2010

Metropolitan State University of Denver □ Denver, CO

Bachelor of Arts:Psychology

Metropolitan State University of Denver □ Denver, CO

Associate of Arts:Journalism

Community College of Denver □ Denver, CO