

William Quinn

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Account Manager leveraging extensive experience in sales strategy, business development, stakeholder management, relationship building & world class customer support to provide excellent customized solutions in the printing & IT/Computer industries. I am a dedicated leader adept at collaborating on cross-functional teams to achieve objectives on time (and often ahead of schedule) that delivers quality services in high-pressure environments. Energetic problem solver with exceptional interpersonal communication skills. This allows me to meet & exceed the needs of clients to build robust, solid long lasting relationships. My approach along with spearheading account growth alongside safeguarding key stakeholder satisfaction with a "make it right" attitude towards customers ensures loyalty & return business for years to come.

Authorized to work in the US for any employer

Work Experience

Customer Success Specialist

StickerGiant - Longmont, CO

2020 to 2021

Provided world-class customer support via email, chat, & phone for a "Zero friction" seamless experience.

- Confirmed order details, customer account information, shipping/billing address for orders placed online from the Sticker Giant.com website.
- Received & processed art file(s) for sticker/ label orders to make ensure resolution, size, DPI, and overall image were printable and of the best quality possible. (Illustrator, Photoshop, Canva, InDesign) & consulted with graphic designers to communicate specs/requirements as needed.
- Dedicated point of contact for customers to ensure size, shape, qty, product type, finishing and much more was correct and exactly what the customer ordered & expected.
- Processed sample prints per request via email, chat or phone to show product quality before ordering.
- Worked with the internal art team to improve art if /where needed and was the point of contact for anything needed with the art team for the customer outside of Sticker Giant's capability.
- Worked side by side with production to be the main contact to the customer for any order issues, such as delays, reprints, color reworks, shipping & order & tracking as well as everything in-between.
- Set up on-site customer pick-ups for clients that were local or needed products the same day once the order was complete.
- Processed credits, refunds, & any pricing adjustments as needed to ensure 100% customer satisfaction & support.
- Authority to do what was needed to make it right, no matter what the issue was & w/o management or supervisor approval. This allowed me to help right then & there to come to a resolution that best met the customer's need for the problem or issue at hand.

Account Manager II & Team Lead

Circle Graphics - Longmont, CO

2014 to 2020

Led client engagement by utilizing interpersonal communication and active listening skills to provide best-in-class customer service that stimulated account growth and attained customer satisfaction.

- Spearheaded major account acquisition and growth by coordinating with vendors to manage product development from conceptualization to production, crafting an innovative account plan that fulfilled client needs and led to multiple nationwide advertising campaigns that bolstered ongoing revenue streams.
- Oversaw account management and client communications throughout the entire process, utilizing knowledge of Circle's print operations to ensure on-time placement, pre-press, production, post-press, shipping, and delivery processes of orders for end users and clients.
- Operated as the team lead, supervising account managers in documentation and record-keeping to sustain file accuracy and eliminate extraneous communication; secured significant time savings.
- Provided customer service for escalated clients, applying conflict resolution capabilities as needed to calm customers and swiftly rectify issues in a dynamic and fast-paced environment.
- Conducted quality assurance within printing operations, performing root cause analysis to discover issues, formulate solutions, and build new standard operating procedures that improved efficiency.
- Managed production of all color print jobs, collaborating with art directors, imaging specialists, and designers to ensure high quality color imaging and print production while securing on-time performance.
- Trained and mentored sales professionals, ensuring adherence to customer relations best practices to bolster team performance, generate business, and foster professional growth.
- Orchestrated cross-functional collaboration with pre-press, creative, and operations teams, ensuring that projects were delivered at high quality while meeting deadlines to safeguard key stakeholder satisfaction.

East Territory Inside Sales

Dot Hill System - Longmont, CO

2013 to 2014

Maintained positive relationships with focus partners and end users, swiftly communicating with clients to resolve issues, become a trusted solutions advisor, and secure best-in-class sales status.

- Prospected and generated new sales, delivering exceptional customers to reseller partners and performing outbound calls to qualify leads.
- Managed inside sales duties by documenting third party leads, scheduling sales meetings, and disseminating information to the outside sales team, supporting business acquisition.

Professional Experience & Accomplishments Continued:

Inside Commercial Account Manager, Juniper Networks

MarketStar - Westminster, CO

2012 to 2013

Coordinated cold call and lead generation campaigns with business development managers, outside account team, and reseller partners to secure new business, meet sales quotas, and grow the territory.

- Advocated for Juniper by employing relationship building and public speaking abilities to establish client loyalty, sustaining mutually beneficial partnerships and increasing brand awareness and hardware penetration in assigned market.

Inside Sales Account Manager

Hewlett Packard

2009 to 2012

Oversaw inside sales responsibilities and account management, utilizing technical background to lead negotiations, route calls to appropriate sectors, conduct strategic consulting, and maintain sales positioning that drove revenue growth.

- Delivered a comprehensive solution sales approach, deploying interpersonal skills to develop relationships with clients, ascertain needs, and up-sell HP and Microsoft products; earned several awards for sales proficiencies and customer service.
- Commenced continuous education by traveling to sales seminars, listening to motivational speeches, and reading training and management materials, stimulating professional development and growth.
- Collaborated with internal resources across departments, coordinating cross-functional and multidisciplinary units to provide superior customer support and quality services.

Colorado & New Mexico (Various Roles)

Hewlett Packard
2005 to 2012

Systems Account Executive

Hewlett Packard
2007 to 2009

Conducted business development and account management for clients including Google, Verizon, and Bank of America, initiating cold calling and prospecting to generate business growth while consulting with established accounts to resolve issues and sustain account retention.

- Interfaced with client executives on the C-Suite level, utilizing public speaking and communication abilities to deliver high-impact presentations and product demos that attained new business.
- Leveraged expertise in servers, software, hardware, networking, and data storage to provide comprehensive IT solutions that fulfilled customer needs and secured client satisfaction.

Drive Business Development

Hewlett Packard
2005 to 2007

communicating with customers to develop trust and initiate into the purchase cycle; deployed sales and negotiation skills to cross-sell and up-sell products, acquiring new business and bolstering revenue streams.

- Spearheaded cross-functional problem solving, interfacing with sales and engineering personnel to configure products and build systems that met client needs and resolved issues.

Education

Associate of Science in (AS), Business Management

Colorado Technical University Online - Colorado Springs, CO

Skills

- Account Management
- Business Operations

- Customer Service/Success
- Client Loyalty
- Campaign Management
- Relationship Building
- Team Leadership
- Conflict Resolution
- Business Development
- Interpersonal Communication
- Stakeholder Management
- Cross-Functional Collaboration
- Prepress
- Adobe InDesign
- Live Chat
- Juniper
- Outbound Sales
- Salesforce
- Branding
- Product Demos
- Adobe Illustrator
- Business Consulting
- Product Development
- Negotiation
- Root Cause Analysis
- Inside Sales
- CRM Software
- Microsoft Excel
- Marketing
- Sales
- Microsoft Word

Assessments

Customer service — Familiar

June 2021

Identifying and resolving common customer issues

Full results: [Familiar](#)

Sales skills — Proficient

September 2020

Influencing and negotiating with customers

Full results: [Proficient](#)

Customer focus & orientation — Expert

June 2021

Responding to customer situations with sensitivity

Full results: [Expert](#)

Management & leadership skills: Planning & execution — Highly Proficient

June 2021

Planning and managing resources to accomplish organizational goals

Full results: [Highly Proficient](#)

Cognitive ability — Completed

June 2020

Combining pieces of information to form general rules or conclusions.

Full results: [Completed](#)

Inside sales — Proficient

July 2020

Understanding and responding appropriately in sales scenarios, and performing common sales calculations

Full results: [Proficient](#)

Written communication — Proficient

July 2020

Best practices for writing, including grammar, style, clarity, and brevity.

Full results: [Proficient](#)

Customer service manager — Highly Proficient

June 2021

Managing customer service representatives and resolving customer issues

Full results: [Highly Proficient](#)

Call center customer service — Highly Proficient

June 2020

Applying customer service skills in a call center setting.

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.