**Steve Ulrich**

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**Account Manager | Client Support Specialist**

Results-driven Account Manager with extensive experience in client relations, sales management, and customer service. Adept at building and maintaining strong relationships to ensure client satisfaction and retention. Proven ability to drive revenue growth by delivering tailored solutions and fostering collaboration across cross-functional teams. Skilled in process improvement, data analysis, and strategic planning to optimize performance. Known for achieving and exceeding targets in fast-paced environments.

**Core Competencies**

- Account & Client Relationship Management

- Customer Success & Retention Strategies

- Sales Growth & Revenue Generation

- Stakeholder Engagement & Communication

- Process Optimization & SOP Implementation

- Cross-functional Team Leadership

- Strategic Planning & Execution

- Problem Resolution & Negotiation

**Professional Experience**

**Ad Leverage** – Simi Valley, CA

Key Account Manager (Nov 2023 – Oct 2024)

Manage key client accounts by identifying customer needs and delivering tailored solutions. Serve as the main point of contact between clients and internal teams, ensuring timely delivery of products and services. Collaborate closely with cross-functional teams to resolve client issues, enhance communication, and drive customer satisfaction.

- Built and maintained trust-based relationships with top-tier clients, preventing churn and driving customer retention.

- Expanded client accounts by understanding their business goals and consistently providing solutions that met their evolving needs.

- Achieved significant revenue growth by fostering strong client relationships and generating new sales opportunities.

- Provided regular progress reports and forecasts to stakeholders using key account metrics.

**Lilikoi Agency** – Simi Valley, CA

Account Manager (Feb 2020 – Sept 2023)

Led account management activities, including strategy creation and execution of value-added email campaigns. Customized service offerings to maximize customer satisfaction, utilizing data-driven insights to identify trends and deliver targeted solutions.

- Generated $100K+ in monthly revenue by designing and implementing SOPs, leading team efforts, and optimizing resource use.

- Boosted client retention and satisfaction by revamping marketing strategies and creating cohesion across departments.

- Streamlined processes to improve efficiency, driving cost savings and operational improvements.

**Ovation Medical** – Westlake Village, CA

National Accounts (March 2019 – Jan 2020)

Oversaw national accounts for a leading medical device manufacturer, ensuring seamless communication and fulfillment of client needs. Directed business development and profitability efforts, driving growth across high-value portfolios.

- Managed $800K in revenue through remote account management during the pandemic.

- Generated $10K in additional monthly revenue by reopening previously closed accounts.

**NVA Pet Resorts** – Westlake, CA

Team Lead (Contract) (Jan 2017 – March 2019)

Established and led a high-performing customer service team, responsible for managing all client interactions. Focused on delivering exceptional customer experiences, improving retention, and enhancing team productivity through training and development.

- Increased monthly revenue by $50K through effective team leadership and SOP implementation.

- Developed comprehensive training programs to ensure quality service delivery and compliance.

**Talon International** – Los Angeles, CA

Inside Sales Manager (May 2014 – Jan 2017)

Managed sales strategies and marketing efforts to drive revenue and client acquisition. Collaborated across departments to streamline processes and maximize performance, leading to significant improvements in sales results.

- Unified global sales efforts and improved customer engagement strategies, leading to increased revenue.

- Enhanced sales enablement efforts by developing targeted marketing campaigns for portfolio expansion.

**Education**

Bachelor of Business Administration /Management

Los Angeles Pierce College – Los Angeles, CA

**Certifications**

- Google Search & Google Display (Google AdSense, 2024)

- SEO Certified & SEO II Certified (HubSpot Academy)

- Key Account Management (LinkedIn Learning)

- Account Management: Maintaining Relationships (LinkedIn Learning)

- Dealing with Inbound Sales Leads (LinkedIn Learning)

- Streamlining Your Work with Chat GPT & Bing Chat (LinkedIn Learning)

- Mastering Project Management (Villanova University, 2013)

**Technical Skills**

- CRM: Salesforce, NetSuite, Service Titan

- Project Management Tools: Asana, Slack , Click-Up

- Data Analysis & Reporting

- Microsoft 365, Google Workspace