

RACHEL BALINT

RESOURCEFUL ACCOUNT MANAGER WITH 10 YEARS OF EXPERIENCE

CONTACT

- 559 824 2527
- rachel@rhcreative.co
- Nashville, TN
- rachel-balint

PROFILE

My mission is to utilize my creativity, problem solving, and people skills to help reach internal and external goals. I've been in customer service roles for over 10 years. I've managed mom and pop requests to full scale corporate projects of INC 500 companies. Day to day I've handled all aspects of client expectation setting, timeline management, and defining scope. I had to support and meet technical and marketing needs for both digital and physical campaigns. I'd love to show you what I can bring to the table!

KEY COMPETENCIES

Communication - Customer Service – Time Management - High Standard of Integrity – Leadership - Team Player - Establishing courses of action for self and others – Project Implementation and Management – Managing Process Flows/Process Improvement - Setting high standards of performance for self and others – Building strong strategic work relationships - Multitasking – Creativity - Planning and Organizing- Proficient in Microsoft Office Programs and Adobe Suite- Email Marketing- Knowledge in CMS Systems

SKILLS

PROFESSIONAL

- Customer Service
- Problem Solving
- Communication
- Adobe Suite
- PHP Based CRMs
- Project Implementation and Management

PERSONALITY

Strength Finders

Positivity, Adaptability, Arranger, Developer, Input

Enneagram

2w3

Myers Briggs

ESFJ

WORK EXPERIENCE

ACCOUNT MANAGER

RevSpring Inc. | 2018 - Present

- Responsible for all client communication, conflict resolution, and compliance on client deliverables and revenue.
- Lead conference calls with client leadership including c-suite executives
- Hold internal resources accountable to ensure that client issues are resolved in a satisfactory and timely manner
- Facilitate day to day maintenance of client solutions with internal teams
- Facilitate quarterly performance review meetings with client
- Work closely with the project implementation team in order to maintain a continuous knowledge of project status in order to identify potential issues and/or opportunities related to the project
- Ensure that all processes and procedures are completed, quality standards are met, and that projects are profitable

LEAD INTERNATIONAL CREDENTIAL EVALUATOR

AEQUO International | 2016- 2018

- Responded to candidate phone and email inquiries
- Complete candidate data entry on system administrators (Terradotta and Salesforce)
- Responsible for direct contact to State Boards
- Responsible for being up to date on all State Board licensing requirements
- Extensive experience working in a team-oriented, collaborative environment
- Responsible for Business Development training

SUPERVISOR

Starbucks Coffee | 2011- 2016

- Consistently received highest customer satisfaction score in the district
- Managed shift team
- Responsible for Safe deposits/ withdrawals
- Responsible for direct customer contact, and conflict resolution
- Responsible for beverage and food preparation
- Developed a high level of multi- tasking
- Achieved and exceeded ongoing sales goals
- Awarded Partner of the Quarter in 2015
- Met all customer service standards above and beyond and resolved any issues that come up within the customer's needs
- Responsible for cash handling and cash control