

JOANNA VALLEJOS

Account Manager

Address: Las Pinas City, Philippines

Phone: +63 960-391-5828

- **Dynamic Account Manager with proven success at Teamspan Asia, enhancing client satisfaction through effective communication and complex problem-solving. Skilled in team leadership and cross-functional collaboration, I developed customized account plans and trained new hires, making significant improvements in service delivery and client loyalty.**

Skills

- **Team Leadership**
- **Complex Problem-Solving**
- **Cross-Functional Teamwork**
- **Verbal and written communication**
- **Customer Service**
- **Teamwork and collaboration**
- **Account management**
- **Client relationship management**

Work Experiences

Account Manager | TeamSpan Asia | December 2022 – March 2025

- **Established clear communication channels between clients and internal teams, ensuring seamless project execution.**
- **Assisted in the development of training materials for new hires, ensuring smooth onboarding process.**
- **Successfully resolved escalated issues, preventing potential loss of valuable clients while maintaining positive relationships with all parties involved.**
- **Increased client satisfaction by building strong relationships and addressing their needs promptly.**
- **It is my responsibility to address customers' needs and concerns as quickly and effectively as possible to develop and maintain strong relationships. I am handling 20+ Clients, and each client has a store/location minimum of 15 stores.**
- **Attending weekly meetings for each client I have to know what the things that they would like to discuss are or if they have any pressing issues in one of their stores.**
- **Making sure our department meets the needs of their clients and customers.**
- **Handle customer complaints, find solutions to their issues, and maintain a positive relationship between both parties for future business ventures.**

- **Making sure all their concerns are fully addressed.**
- **Communicating effectively with our vendors and Mall Management.**
- **Creating proposals for our clients. Making sure that our margin is targeted and sustainable enough for the job quoted.**
- **Provides planning and management in the safe and efficient servicing of HVAC equipment, components and systems in commercial settings.**
- **Training newly hired Account Coordinators. Providing all the necessary training documents/videos/modules that they need. Practicing them step by step in how the company works and making sure that they fully understand the system that we are using.**
- **Provided comprehensive reporting on account performance, enabling clients to make data-driven decisions about future investments.**
- **Developed customized account plans for clients to help them achieve their business goals.**
- **Conducted regular account reviews to identify areas for improvement and ensure continued success.**
- **Coordinated with product development teams to relay client feedback, influencing future product enhancements.**
- **Enhanced team performance with regular training sessions on product knowledge and customer service excellence.**

- **Established long-term customer relationships to enhance client loyalty and satisfaction.**
- **Facilitated client meetings to gather feedback and adjust strategies, accordingly, ensuring alignment with client objectives.**

Team Manager | Mynd Property Management | August 2019 – October 2022

- **Evaluated employee performance and coached and trained team members, increasing quality of work and employee motivation.**
- **Led employee relations through effective communication, coaching, training, and development.**
- **Boosted employee satisfaction through regular performance reviews, constructive feedback, and personal development plans.**
- **Ensured compliance with company policies as well as industry regulations through diligent oversight of daily operations and staff adherence to guidelines.**
- **Collaborated with cross-functional departments to drive cohesive efforts towards common goals and objectives.**
- **Established clear performance metrics, enabling transparent evaluation of team progress.**
- **Coached junior team members, improving their skills and confidence in their roles.**

- **Enhanced team productivity by implementing agile project management methodologies.**
- **Increased client satisfaction with timely project delivery and consistent updates.**
- **Maintained positive customer relations by addressing problems head-on and implementing successful corrective actions.**
- **Established performance goals for employees and provided feedback on methods for reaching those milestones.**
- **Oversee the day-to-day operations of property management, ensuring all tasks are completed efficiently and in compliance with company policies and regulations.**

Education

Bachelor of Science in Nursing

Our Lady of Fatima University

Character References available upon request.

