



Jordan Mack

STRATEGIC ACCOUNT MANAGER

Details

Roswell, GA
United States
(706) 575-8651
mackjor@gmail.com

Links

[LinkedIn](#)
[Portfolio](#)

Skills

Ability to Work in a Team

Communication

Customer Service

Leadership Skills

Adaptability

Creativity and Problem Solving

Collaboration Skills

Project Management Skills

Excellent Communication Skills

Profile

Experienced and self-motivated Strategic Account Manager with 10+ years of account management experience closing net new business and expanding current book of business.

Employment History

Strategic Account Manager, Upside, Atlanta, GA

JANUARY 2023 – PRESENT

- Partner closely with largest subset of strategic customers to drive expansion and retention while ensuring stakeholders on both sides are aligned and informed.
- Expanded current book of business by over 30% since January 2023.
- Closed deals with several acquired companies within my book of business.
- Launched a new vertical within another business unit with our largest strategic customer, creating a roadmap for success within our organization.
- Over 100% attainment every quarter in 2023.

Enterprise Account Manager, Skilljar, Atlanta, GA

SEPTEMBER 2021 – JANUARY 2023

- Carried a book of business of 40+ strategic accounts, with the objective to organically grow and expand our partnership with each of them.
- Performed extensive stakeholder mapping to identify and develop relationships with business units we had not yet penetrated.
- Handled renewals for all accounts, averaging 15%+ uplift YoY.
- Closed several major new logo business units each quarter, continuously expanding my book of business and generating more brokered introductions and advocates each quarter.
- Met or exceeded 100% of my quota every quarter.

Senior Enterprise Account Manager, Deputy, Atlanta, GA

DECEMBER 2018 – SEPTEMBER 2021

- Partnered with top revenue-generating clients to drive satisfactions and penetrate business units we previously had no access to.
- Handled renewals for top accounts with revenue exceeding \$5M ARR.
- Planned and facilitated quarterly executive steering committee meetings to drive alignment with c-suite teams across all organizations.
- 100% quota attainment every quarter with very few exceptions.

Enterprise Account Manager, Horizon Software, Duluth, GA

APRIL 2015 – DECEMBER 2018

- Served as a liaison between largest subset of customers and Horizon, ensuring retention stayed near 100% and accounts were empowered to grow within our software suite.
- Consulted on specific customer needs, offering products within our suite that best solved for their complex issues.
- Managed and oversaw implementation projects that were within my book of business, ensuring timely and accurate rollouts.

Implementation Engineer, Horizon Software, Duluth, GA

MARCH 2011 – APRIL 2015

- Successfully implemented and maintained six very large-scale product rollouts, with many medium and smaller implementations in between.

- Oversaw all projects from start to finish, from change management to transitional planning and execution.

Education

Business Administration, Western Governor's University, Atlanta, GA

JANUARY 2020 – DECEMBER 2020

Returned to school online to finish my degree during lockdown.

Software Engineering, Auburn University, Auburn, AL

AUGUST 2006 – DECEMBER 2010

Studied software engineering for four years before accepting an engineering job and ultimately returning to complete my degree in business administration.