



Jordan Mack

STRATEGIC ACCOUNT MANAGER

Details

Roswell, GA, United States
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Links

[LinkedIn](#)
[Personal Website](#)

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 Senior Account Executive with 10+ years of selling experience closing net new business and expanding current books of business.

Employment History

Senior Account Executive at Upside, Atlanta, GA

JANUARY 2023 — PRESENT

- Sell into a multi-vertical portfolio consisting of fuel, restaurants, grocery, and retail.
- Prospect hunt through a series of cadences, including automated outreach, personalized messaging, LinkedIn messages, cold calling, etc.
- Prioritize pipe to facilitate the interest of the company, enabling us to grow in areas of need and lift the rest of the business.
- First-mover on many new accounts, bringing us new corporate relationships and growing the company portfolio through warm introductions.
- At or over 100% attainment each quota cycle.

Enterprise Account Manager at 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 at Deputy, Atlanta, GA

DECEMBER 2018 — SEPTEMBER 2021

- Prospected and sold into businesses that aligned with our value proposition.
- 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 at 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 at 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.