

Leah Brennan

Account Manager

Contact

Manchester
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Full UK driving licence

Skills

- Account planning and quarterly reviews
- Renewals and price negotiation
- Spotting growth in existing accounts
- Reporting against revenue targets

Tools

- Salesforce
- Excel pivot tables
- Microsoft Teams and Outlook

Profile

Account manager with five years looking after business customers for a commercial cleaning and facilities company. Manages 34 accounts worth £3.1 million a year, with 94% renewing in the last year. Grows accounts by spotting what a client needs next and bringing in the operations team early. Looking for a senior account manager role.

Experience

Account Manager

Pennine Facility Services, Manchester · 2023–present

- Manage 34 business accounts worth £3.1 million a year, from offices to distribution centres.
- Renewed 94% of contracts by value last year and grew the portfolio by £420,000 through added services.
- Run quarterly reviews with each client's facilities manager and agree actions with the operations team.
- Negotiate prices at renewal within the margin set by the sales director.

Sales Coordinator

Pennine Facility Services, Manchester · 2021–2023

- Prepared quotes and tenders and kept the CRM up to date for a team of six.

Education

BA (Hons) Business Management, 2:1

Irwell Metropolitan University · 2018–2021