

JEAN SMITH

ACCOUNT MANAGEMENT LEADER

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PROFILE

Award-winning senior sales leader with a 15-year track record of exceeding sales goals for a global information services leader by driving new revenue growth, expanding sales within existing accounts and retaining business. Consultative seller with a unique blend of business development and account management expertise. Trusted advisor who builds strong relationships with C-level clients, partners across internal sales teams to provide enterprise solutions and negotiates complex contracts.

STRENGTHS

- Strategy & Execution
- Customer Research
- C-level Sales
- Consultative Selling
- Business Development
- Client Relationships
- Territory Planning
- Account Management
- Negotiation Skills

PROFESSIONAL EXPERIENCE

Senior Account Executive – Law360, a LexisNexis Company

New York, New York / 2018 – Present

Promoted to expand and retain sales within a \$6M portfolio of large national and international law firm clients (many in the AM Law 200), while also onboarding new accounts. Developed strategies to retain large volume business, upsell additional services, negotiate price increases and acquire new clients. Conducted extensive research to understand unique client businesses, presented relevant solutions and negotiated contracts with C-level executives. Spearheaded the inter-company collaborative initiative to leverage existing client relationships to integrate Law360 into the broader LexisNexis solution portfolio.

Selected Accomplishments:

- 2019 Top Sales Representative of the Year; 2019 Top Large Law POS % of Plan; Big Hitter Award; and Circle of Excellence/President's Club winner.
- Exceeded 2019 sales goal at 125% of plan and 2018 goal at 105% of plan.
- Maintained a 98% retention rate over a 3-year period while securing double-digit price increases.

Account Executive – Law360, a LexisNexis Company

New York, New York / 2015 – 2018

Recruited by the COO of Law360 – LexisNexis's premier subscription-based legal news service – to develop a first-in-kind role focused on expanding opportunities within the existing client base of small to mid-size law firms. Managed a multimillion-dollar portfolio of accounts, developed trusting C-level relationships and used a consultative sales approach to upsell additional services and retain existing business.

Selected Accomplishments:

- 2016 Top Sales Representative of the Year and 2016 Circle of Excellence/President's Club winner.
- 2015 Newcomer of the Year award.
- Exceeded 2015 sales goal at 141% of plan, 2016 at 143% of plan and 2017 at 112% of plan.
- Successfully provided the blueprint for the Account Executive position which became the standard corporate approach and led to the creation on an entire team focused on upsells and renewals.

Client Manager - LexisNexis

Washington, D.C. / 2006 – 2011

Promoted to sell a full suite of law firm solutions to both existing and new clients during a competitive time when law firms were rapidly shifting towards single source providers of legal information services. Developed and implemented strategic account plans for a \$10M territory which included large national and regional law firms. Established powerful partnerships with C-level executives and used a consultative selling approach to solve wide-ranging, complex problems with LexisNexis solutions. Served as each account's "quarterback" by leading a team of 30 sales professionals to implement territory account plans and strategies across multiple product lines for enterprise solutions and technologies.

Selected Accomplishments:

- Exceeded 100% of plan all 5 years.
- 2010 Top Northeast Client Manager for new business and secured 7 new large law firm clients.
- Won 2008's largest new law business account for the company, onboarding a major new client despite their 30-year relationship with a primary competitor.
- Selected by senior executives to participate in a Leadership Development Program and the Marketing Advisory Board.

Applications Sales Consultant - LexisNexis

Washington, D.C. / 2002 – 2006

Joined a leading global provider of legal information and risk management services/solutions to retain and expand sales within large Washington D.C. and Virginia based accounts. Led client strategies for product use, training, revenue retention and growth in a \$5M territory. Partnered with client executives to understand their priorities and develop customized solutions that leveraged the full LexisNexis product portfolio.

Selected Accomplishments:

- Exceeded 100% of plan all 3 years.
- Selected by management to serve as LexisNexis's intellectual property sales and training specialist.

Additional Experience

- Senior Paralegal - MicroStrategy, Inc. / McLean, VA / 2001 – 2002
- Corporate & Securities Senior Paralegal - Teligent, Inc. / Vienna, VA / 2000 – 2001
- Paralegal - Parker, Poe, Adams & Bernstein LLP / Charlotte, NC / 1998 – 2000
- Paralegal - Saperston & Day / Buffalo, NY / 1996 - 1998

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Science, Legal Studies

The Ohio State University

Professional Development

Strategic Negotiation Training, Pepperdine University