

Adam Ostasz

Client Success Manager

Personal Info

Profile:

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E-mail:

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Cell:

+48 514 817 256

Skills

Resourceful  champion

Communication  proficient

Integrative Thinker  advanced

Management  competent

Curiosity  instinctive

Adaptability  expert

Interests

Skill Development  always

Risk Management  often

Volunteer Work  occasionally

Affiliations

United Tang Soo Do Federation  2nd Dan Black Belt

Polish-American Cultural Society  Deputy Leader

Volunteer Work  Animal Shelters

Technologies

Windows, Linux, UNIX, Virtual Box
Google Apps, Microsoft Office 2016
vTiger, Clientele, Scanmaster, Aloha
GoToMeeting, Dropbox, Hangouts
TeamViewer, Remote Desktop, Skype
Adobe Creative Suite, Visual Studio
Java, C++, HTML, CSS, MySQL, Oracle

*If we don't take care of the customer,
somebody else will.*

~A. Ostasz

As the most critical aspect of customer satisfaction I will develop relationships, influence new projects and be the clients champion from start to finish. With extensive leadership experience I work to cultivate strong interpersonal connections, proactively cross-sell and upsell solutions, grow technical accounts and deliver scalable results.

Experience

2014 - 2016

Project Supervisor

Retail Data Systems

Responsibilities:

- ☞ Identify, develop and maintain strong client relationships
- ☞ Align products with account strategy
- ☞ Manage and grow existing accounts
- ☞ Utilize CRM as long-term customer solution roadmap
- ☞ Supervise cross-functional team projects
- ☞ Influence cross-selling and upselling of services and software

Achievements:

- ☞ Liaised 73 customer-facing accounts across 3 states
- ☞ Maintained 100% satisfaction, delivery accuracy and retention
- ☞ Persuaded 11 clients to sign 3-year contracts winning \$793k
- ☞ Developed 200+ CRM profiles and created 73 account strategies
- ☞ Communicated clear descriptions of client visions to teammates
- ☞ Generated over \$1m revenue by upselling quality POS systems

2013 - 2014

Dispatch Manager

Lafarge

Responsibilities:

- ☞ Manage product quota for existing clients and procure new clients
- ☞ Customer consultations with project management projections
- ☞ Supply the demand by assuring uninterrupted product availability

Achievements:

- ☞ Upheld long-term contracts and delivered 2 new partnerships
- ☞ Presented clear roadmaps for better understanding of workflow
- ☞ Sustained \$150k revenue daily, struck 2 deals totaling \$1.7m

2010 - present

Technological Consultant

One Incredible Look LLC

Responsibilities:

- ☞ Ask the right questions in order to solve the problem
- ☞ Follow natural curiosity, continually adapt and learn new things
- ☞ Build unique client relationships and promote business growth

Achievements:

- ☞ Discovered and developed micro-niche market
- ☞ Returned \$90k on \$31k venture capital investment within 1st year
- ☞ Consulted 4 clients with opportunities for integrative solutions

2009 - 2010

International Logistics Coordinator

C&F Worldwide Agency Corp.

2008 - 2009

Maintenance Supervisor

Ashco Inc.

2006 - 2008

Irrigation Foreman

Earthworks

2004 - 2006

Window Cleaner

Tip Top Glass & Window Cleaning

Education

2013

Associate of Science in Network Engineering & Security

Florida Career College

2008

Associate of Science in Philosophy

Florida State College of Jacksonville