

CHRISTINA NEUBAUER

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CLIENT SUCCESS MANAGER

Versatile and driven professional with extensive experience in account management and business development in SaaS and Fintech. Gained recognition throughout career for high level written and verbal communication and active listening, quickly building rapport and creating long-lasting relationships with clients, coworkers, and other stakeholders.

Known for always taking on new challenges successfully and seeking out cross-training opportunities to learn and understand full scope of client's lifecycle. Cheerful and positive and consensus builder that thrives in all-hands on deck atmosphere, serving as collaborator and problem solver.

**Account Management | Sales | Business Development | Training | Client Success Management | Accounts Receivable (AR)
Mental Health First Aid | Marketing & Promotions | Content Creation | Presentations & Trade Shows | Event Management
Voiceover & Camera Work | Social Media | Public Relations | Customer Relationship Management | Post-Sales Support**

PROFESSIONAL EXPERIENCE

REWARDS NETWORK, Chicago, IL

May 2022 – March 2024

Client Retention Specialist

Resolve business and AR interruptions throughout lifecycle of merchant relationship in collaboration with Sales, Contract Operations, and Processing Teams. Handle 3 tiers from smaller restaurants to large national chains and support high-volume outbound / inbound communication. Organize parties to execute resolutions, maintain clear and comprehensive Salesforce / AS400 notes on resolutions, and focus on achieving key performance indicators (KPIs) established by management. Support Sales with pre- and post-sales inquiries.

- Supported current department restructuring, helping create and execute new best practices, standard operating procedures (SOPs), and structure, quickly training new hires, prioritizing high-value accounts while balancing AR past due balance interruptions, and communicating with multiple departments to ensure smooth transition.
- Exceeded monthly KPIs by no less than 120%, including solving and monthly close out of 80%+ of inventory account interruptions through prioritizing high-value accounts by tier, maintaining clear notes, and setting proper follow ups, and often rewriting company copy to be more direct to market.

LAKEVIEW PANTRY, Chicago, IL

March 2020 – May 2022

Pantry Coordinator

Supported daily pantry operations through interaction with staff, volunteers, and partners to ensure responsibilities were handled properly and timely. Oversaw planning, supervised volunteers and volunteer projects, interacted with clients, and maintained food and Covid-19 safety standards. Accepted and coordinated deliveries and ordered fresh and non-perishable food supplies. Worked with disenfranchised and in-need individuals and families, specifically those affected by Covid-19, dealing with homelessness or substance abuse, and others that do not speak English. Created Pet Food Market in conjunction with local animal shelter. Supported pantry expansion through pop-ups and new operations site.

- Delivered positive, helpful, and uplifting attitude at all times, ensuring all individuals felt welcomed, supported, and safe and built relationships that encouraged them to return for food and other social services.
- Served 300% more households than 2019 after consistently adjusting pantry operations to best serve constantly changing needs and volume of clients, changing hours, offerings, and services, rapidly responding to emergency situations, and taking shared direction from dedicated and diverse team of talent.

VIRTUE CIDER, Chicago, IL

November 2018 - March 2020

Brand Ambassador

Supported marketing team by representing Virtue Cider at on- and off-premise accounts, festivals, and events.

- Increased brand awareness and elevated public experience by executing consumer-facing marketing initiatives, including in-person sampling events at key accounts at such as Target, Binny's, Whole Foods, and various independent stores and festivals and encouraging consumers to sample.

Brand Ambassador, continued

- Recognized for friendly personality, easily making conversation, professionalism, and in-depth knowledge of products, resulting in being consistently sent to high-profile live events, including competitions, art exhibitions, and widely photographed festivals.
- Won sales contests for top performance, selling 250+ units of cider in under 1 month between multiple key accounts, achieving compliments that include effective speaking voice, success in de-fluffing information, and catering information to different market segments.

AKILI, INC., Dallas, TX

April 2017 – May 2018

Manager, Marketing & Business Development, Remote

Worked directly with VP of Sales and Marketing to help develop, deploy, and maintain Fortune 500-focused sales plans. Researched and contacted potential new clients and identified opportunities to generate sales. Coordinated and created marketing materials and managed and updated social media and website. Worked as sole Business Development Representative (BDR) for organization. Created engaging marketing campaigns using Salesforce and represented company at trade shows.

- Created custom video and marketing content targeting potential key accounts through customization and always aligning to recent events such as mergers, internal promotions, or recent losses.

ADDITIONAL PROFESSIONAL EXPERIENCE**FIELDLOCATE**, Chicago, IL, **Account Manager**

Built and maintained long-term relationships with assigned base of existing client accounts. Acted as advocate by responding to client needs and developing trusted advisor relationship, including assisting with on-boarding and being day-to-day dedicated contact and product expert. Increased customer knowledge and utilization of existing services to reinforce value and take ownership of customer issues. Met or exceeded account contract renewal KPIs.

FIELDLOCATE / FIELDWARE, Chicago, IL, **Business Development Rep/Account Manager**

Made 80+ outbound calls to connect with variety of marketing-generated inbound and outbound leads. Identified Enterprise opportunities using personalized outreach techniques and tools, including LinkedIn, Salesforce, Netsuite, and FieldLocate or FieldAware platforms. Handled Account Management duties until department was created.

REGGIE'S LIVE, Chicago, IL, **Server / Trainer**

Provided service to dine-in patrons, performed light bartending, and maintained food safety requirements. Offered guests expertise on menu and complied with SOP methods regarding guest checks and banking procedures. Promoted events and achieved BASSET and Food Handler certification.

VIVID SEATS, Chicago, IL, **Full-time Senior Sales Specialist**

Performed direct sales with customers via phone and internet interactions. Maintained high level customer service and customer retention. Achieved client satisfaction goals each month coupled with 80% or more weekly inbound sales goal.

EDUCATION**Bachelor of Arts (BA)**, Entertainment & Media Management, Columbia College Chicago, Chicago, IL**TECHNICAL SKILLS**

Salesforce | AS400 (Data Management) | Slack | POS Software | Microsoft Office Suite: Word, Excel, PowerPoint

PROFESSIONAL DEVELOPMENT

- Certified, Basset & Food Protection Manager, online
- Former Board Member, Red Door Animal Shelter
- Active Participant, Last Prisoner Project's Letter Writing Campaign
- Completed, Mental Health First Aid Training
- Completed, De-escalation Training