

Adam Donovan

Contact

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About Me

Dynamic and motivated professional with a proven record in leadership and managing projects. I believe communication, organization and self-motivation are the only ways to success. I am constantly reading and learning about new ways to improve myself and make my work more efficient. I am energized by working with people, helping them meet their goals. Business is my favorite subject, and I take every chance I can to talk about it. Nothing is more rewarding than helping a business owner reach their goals.

Skills

- Customer Service via phone, email and in person
- Customer Training
- Team/Project Management
- Sales and Upsells
- Account management
- Marketing content creation
- Very tech savvy
 - Windows, Apple and Linux
- Customer database management and creation
- Web development coding
 - See Webpage
- Hard working
- Self-motivated
- Fast Learner
- Business Savvy
- Detail oriented

Experience

JUNE 2015 - OCTOBER 2018

Riskalyze, inc - *Enterprise Customer Success Manager*

- Instructed Financial Advisors, Broker Dealers and Enterprise Admins on portfolio analysis and risk assessment.
- Instructed business owners on marketing techniques and business development strategies.
- With small team, created enterprise user engagement and training processes while company was in startup.
- Trained and mentored new hires as department grew from 4 people to 30+.
- Created written, graphic, video and mass emails content to train and engage users.
- Retained customers using both sales tactics and written agreements.
- Traveled for conference events, training customers and selling Riskalyze products.
- Discussed marketing material and how to implement with the user's brand and target demographic.

MORE JOB HISTORY CAN BE PROVIDED UPON REQUEST.

Education

Placer High School -

High School Diploma

Sierra College -

Associates Degree in General Business and Art