

BRENDON DALABA

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Summary

Account manager with 5+ years of experience building client relationships, driving retention, and growing accounts through tailored service delivery. Skilled at coordinating cross-functionally to deliver consistent results across a large, multi-site portfolio.

Skills

Client Relationship Management • Account Retention & Growth • Cross-Functional Coordination • CRM Software • Business Process Management

Experience

NOV 2020 - CURRENT

Sneller Snow & Grounds – *Account Manager*

- Promoted from operations to Account Manager after building strong site-level knowledge in service delivery
- Manage a portfolio of commercial accounts across multiple locations, building relationships that drive client retention
- Identify and sell property enhancement opportunities within existing accounts, contributing to account growth
- Partner with operations teams to customize service delivery to each client's specific site needs
- Use CRM and business software to manage communications, track account activity, and streamline reporting

DEC 2019 - NOV 2020

Sneller Snow & Grounds – *Lawn Crew Member / Salt Truck Driver*

- Gained hands-on operational experience in commercial lawn maintenance and snow removal, providing a strong foundation for account management responsibilities

Additional Experience

- Web Development, **Freelance** – frontend design and hosting (JUN 2019 - DEC 2019)
- Strategic Support Associate / Document Specialist, **Jackson National** – QA support and mailroom operations (JAN 2017 - JUL 2019)
- Licensed Massage Therapist, **Freelance** – following coursework at Douglas J. Aveda Institute (MAR 2016 - JAN 2017)
- Package Sort / Data Corrections / Delivery Driver, **UPS** – internal and customer-facing logistics (JUN 2010 - FEB 2016)

Education

SEPT 2006 - JUN 2010

DeWitt High School – *High School Diploma*