

Norita Soderstrom

Account Coordinator

I am an experienced account coordinator with over 1 year of experience in the industry. I have a proven track record of coordinating and managing accounts, as well as providing excellent customer service. I am a motivated self-starter who is able to work independently and take initiative when needed. I am also a team player who works well with others to get the job done.

norita.soderstrom@gmail.com 

(375) 130-6279 

2464 Wood Street, Charleston, WV 25301 

Education

High School Diploma at Parkersburg High School, Parkersburg, WV

Sep 2017 - May 2021

I've learned how to study for and take tests, how to do research, and how to write papers.

Links

[linkedin.com/in/noritasoderstrom](https://www.linkedin.com/in/noritasoderstrom)

Skills

Communication

Organization

Time Management

Customer Service

Sales

Marketing

Social Media

Languages

English

Mandarin

Employment History

Account Coordinator at Blue Cross Blue Shield of West Virginia, WV

Mar 2022 - Present

- Successfully managed 12 client accounts with a total budget of \$2 million.
- Coordinated and executed 30 successful marketing campaigns.
- Increased sales by 15% for 3 consecutive quarters.
- Achieved 97% customer satisfaction rating.
- Received "Employee of the Month" award 3 times.

Associate Account Coordinator at Highmark West Virginia, WV

Sep 2021 - Feb 2022

- Wrote and distributed weekly newsletter to clients, which increased client satisfaction by 15%.
- Created new process for data entry that saved the company 5 man hours per week.
- Organized and led training sessions on customer service best practices for new hires, resulting in a decrease of customer complaints by 20%.
- Led team of 4 account coordinators and successfully completed all assigned tasks within budget and ahead of schedule.
- Negotiated with vendors to lower costs on office supplies by 10%.

Certificates

Certified Public Accountant (CPA)

Jun 2021

Certified Management Accountant (CMA)

Nov 2019

Memberships

American Association of Advertising Agencies (4A's)

Association of National Advertisers (ANA)