Megan Walsh

Senior Account Manager

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SUMMARY

Account manager with 6 years in B2B software and business services, managing books of up to 140 accounts. Keeps a $6.2M ARR book at a 96% gross renewal rate and added $1.1M in expansion revenue in 2025. Trusted by finance and IT buyers in renewal negotiations.

EXPERIENCE

Senior Account Manager — Three Rivers Data

Pittsburgh, PA · Apr 2022 – Present

- Managed a book of 85 mid-market accounts worth $6.2M ARR, with a 96% gross renewal rate in 2025.
- Grew existing accounts by $1.1M in 2025 through upsells and cross-sells, 124% of the expansion target.
- Negotiated 22 multi-year renewals, including a $480K three-year agreement with the largest customer in the book.
- Ran quarterly business reviews for the top 20 accounts with usage and ROI data, turning 2 at-risk accounts into expansions.

Account Manager — Riverside Print Solutions

Pittsburgh, PA · Jul 2019 – Mar 2022

- Managed 140 small-business accounts for printing and office services, keeping revenue retention at 103% a year.
- Recovered 18 accounts after a service failure with weekly check-ins and service credits, keeping $260K in annual revenue.
- Kept account plans, contacts and forecasts current in Salesforce, with renewal forecasts within 4% of actuals.

SKILLS

Account management: Renewals, upselling and cross-selling, QBRs, account planning, contract negotiation

Tools: Salesforce, Gainsight, HubSpot, Excel

Strengths: Executive relationships, forecasting, escalation handling, ROI reporting

EDUCATION

B.A. Business Administration, Duquesne University, 2019

Fictional example by FindAJobAI: the person, employers and numbers are invented.