

Craig Lombardo

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Executive Summary

Results-driven Senior Account Manager with over fifteen years of experience in service-oriented sales and customer relationship management. Seeking an Account Manager role focused on inside sales, client engagement, and strategic account growth. Adept at building and maintaining strong relationships across multiple industries, ensuring high retention rates through personalized service and effective use of tools like ConnectWise and CRM systems. Proven ability to align solutions with business objectives, streamline operations, coordinate projects, and drive client satisfaction, fostering long-term partnerships.

Relevant Work Experience

Client Success Manager

Northeast IT Systems – West Springfield, MA

- Information Technology Managed Service Provider utilizing ConnectWise and Customer Relationship Management systems acting as a business liaison between clients and internal teams. Supported daily network and end-user IT infrastructure needs while ensuring seamless communication and prompt issue resolution.
- Built and maintained strong, long-term client relationships through regular meetings, tailored technology recommendations, and strategies to enhance customer retention and IT service experiences.
- Co-managed client onboarding and offboarding processes, ensuring smooth implementation or decommissioning of IT systems with minimal disruption to operations.
- Coordinated with internal teams for project coordination, complex client issues, delivering timely, effective solutions that met technical and business requirements.

Senior Account Manager

Cooperative Systems, Inc – Windsor, CT

- Information Technology Managed Service Provider, utilizing ConnectWise and Kaseya to manage client relationships and ensure business continuity, including after-hours support.
- Project coordination and execution of IT projects such as system conversions, server virtualization, disaster recovery planning, hardware installations, and troubleshooting end-user issues.
- Developed and implemented strategic marketing plans with senior management to expand into new industries, including Federal Credit Unions and vertical markets.
- Organized and participated in external business to business events, including expositions and trade shows, to promote the company and its services.
- Collaborated with internal teams and third-party vendors to onboard new clients, enhance day-to-day operations, and improve service delivery in a dynamic industry.

Business Development and Marketing Manager

CMD Technology Group – East Longmeadow, MA

- Information Technology Managed Service Provider, developed a business relationship program to secure new long-term and project-based clients, including cold calling prospects daily.
- Coordinated and planned IT projects, including system conversions, server upgrades, disaster recovery planning, and hardware/software rollouts.
- Created strategic marketing plans with senior management to expand into new industries, including Federal Credit Unions and vertical markets, while promoting the company at business expositions, Chamber of Commerce events, and charitable functions.

Customer Service Specialist

Voya Financial – Windsor, CT

- Financial Services Industry, assisted clients with employer-sponsored retirement accounts, providing guidance on transactions, product features, services, and retirement plan options for active and former employees.
- Delivered first-call resolution, navigating multiple systems to address account issues, and troubleshooting inquiries.
- Collaborated in a team environment, offering support to colleagues as needed while maintaining professionalism and integrity when interacting with diverse clients.

Customer Service Specialist

Brooks Brothers - Enfield, CT

- Experienced in a contact center environment, handling client requests via phone and email to full resolution, with proficiency in multiple systems and the ability to meet operational needs while maintaining client relations.

Territory Manager

Bacher Corp - East Windsor, CT

- Managed sales and client relationships for commercial grounds equipment, serving as the primary contact for the State Department of Transportation and private sector clients. Led business development efforts through external events, expositions, and charitable functions to promote company offerings while coordinating third-party vendors to ensure seamless customer support and business continuity.

Education

Technical Certificate in Computer Networking

- Springfield Technical Community College (STCC) - Springfield, MA

Business Management Curriculum

- Central Connecticut State University - New Britain, CT
- Manchester Community College - Manchester, CT

High School

- Windsor High School - Windsor, CT

References available upon request.