

Nikita Zhurov

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B2B Account Manager with 3+ years of experience managing client portfolios, driving retention, and resolving complex account issues. Background in end-to-end client relationship management, contract administration, and cross-functional coordination across enterprise and residential accounts.

EXPERIENCE

Computer-Assisted Legal Research “Consultant Plus” February 2022 – November 2022
B2B Account Manager Moscow, Russia (Hybrid)

- Managed 65+ long-term B2B clients in a CALR database environment.
- Conducted 4–6 daily in-person client meetings, maintaining strong partnerships through proactive communication.
- Oversaw billing compliance and resolved 10+ delinquent accounts through targeted follow-ups.
- Negotiated contract terms achieving 96% client satisfaction score across the portfolio.
- Acquired 8 new long-term clients through outbound and referrals; managed full onboarding and long-term retention.
- Installed and maintained software for clients; provided technical support and user training.

Research Center “Control Systems” October 2020 – December 2021
B2B Account Manager & Technical Support Engineer Barnaul, Russia (Remote)

- Took over 40+ at-risk accounts, re-established consistent relationship management, and achieved 100% client retention.
- Resolved 70%+ of stalled client requests, unblocking delivery pipelines and restoring account health.
- Bridged communication between clients and dev teams, streamlining requirements handoff and improving delivery timelines.
- Provided client training on web development tools and company products, improving product adoption and satisfaction.

“Okna Siti Smolensk” LLC August 2019 – August 2020
Client Relations & Operations Coordinator (Contract) Smolensk, Russia (Hybrid)

- Served as the primary point of contact for residential clients, managing the full cycle from inquiry and order intake through production coordination and final delivery.
- Coordinated client requirements with the production team to ensure accurate order fulfillment, on-time delivery, and quality standards.
- Conducted final quality walkthroughs prior to handoff, resolving outstanding issues and ensuring client satisfaction at project close.

EDUCATION

Bauman Moscow State Technical University. June 2019
Bachelor’s in Engineering Business and Management. Moscow, Russia

SKILLS

B2B Account Management, Client Retention & Success, Stakeholder Management, Contract Negotiation, CRM Administration, Microsoft Dynamics 365, Procore, HubSpot CRM, Cross-Functional Collaboration, Client Onboarding & Implementation, Billing & Revenue Coordination, AI Tools & Workflow Automation.