

ASK THE ALUM



Provide a brief job description. In your own words, what do you do on a daily basis?

The account management team lead oversees a team of account managers and is dedicated to the success and growth of strategic client accounts spanning multiple verticals in the travel industry such as air, hotel, tourism, attractions, car and cruise. The account management team lead ensures the team delivers on campaign commitments, influences client strategy and cross-collaborates with internal stakeholders to deliver on company financial targets.

What skills are most important for you to be successful in your position?

The account management team lead relies on three key skills to be successful: 1) be great with people – the ability to collaborate with internal teams and external clients/vendors is crucial, 2) strong analytical abilities, a thorough attention to detail and exemplary organization skills that leverage data-driven decision-making to deliver strong results for our clients and 3) excellent communication, writing and presentation skills to ensure internal-external win-win outcomes.

What do you like best about your job?

Sojern prides itself on its five core values: be genuine, win as a team, deliver wow, center around the customer and champion diversity. Sojern lives those values and that translates to a workplace that breeds development, empowerment and a desire to constantly push the envelope. That drive to be an industry leader in travel constantly keeps me challenged and engaged. Working in travel also obviously leads to being able to travel – the ability to experience the world like I never have before never gets old!

What is the most challenging part of your job?

What I like most about my job is also what is the most challenging part of my job: that drive to be an industry leader means you have to constantly be on your toes and at the top of your game. Account management team leads must have the initiative, ambition and determination to initiate, develop and execute successful internal processes as well as external strategies, all while leading a team and a managing book of business.

What is one piece of advice you would offer alumni looking to enter your career or industry?

If I could offer one piece of advice to alumni looking to enter this industry, it would be to develop the skill set that this role/industry requires and then constantly look for what more you can be doing to grow. In the hiring I've done, while it's always nice to have an applicant with the drive, skills and relevant experience, I have never regretted hiring someone that had the skills and drive but didn't have the relevant experience. You can teach someone about an industry; it's much harder to teach that same person to be ambitious and to be a self-starter.

Current Location:

Omaha, NE

Graduation Year:

2013, 2014

Major: Accounting,
Business Administration

Degree: Bachelor of
Business Administration,
Master of Business
Administration

Employer: Sojern

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