

GEORGIA CARDWELL

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ENTERPRISE ACCOUNT MANAGER | CUSTOMER RELATIONSHIP PROFESSIONAL

Enterprise account and customer relationship professional with 12+ years of experience spanning enterprise support, technical operations, professional services, and sales. Known for delivering high-touch, white-glove service to business clients, managing complex technical and operational needs, and building trusted relationships that drive retention, growth, and long-term customer satisfaction.

Experienced partnering across internal teams to support enterprise clients through onboarding, service transitions, and ongoing account management. Brings a strong foundation in DNS, SSL, hosting, email, WordPress, domain portfolio management, and digital infrastructure — combined with executive-level communication and exceptional organization. Holds a Master's degree in Professional Business Writing and a Bachelor's degree in Technical Communication, graduating *Magna Cum Laude*.

CORE COMPETENCIES

Enterprise Account Management · Customer Relationship Management · White-Glove Client Support · Customer Retention & Growth · Enterprise Onboarding & Transitions · Domain Portfolio Management · DNS & SSL Troubleshooting · Technical Issue Resolution · Cross-Functional Collaboration · Executive Stakeholder Communication · Salesforce CRM · Professional Services · Consultative Selling · Process Coordination · Microsoft Office & Excel · Time Management & Prioritization · AI Tools for Productivity

PROFESSIONAL EXPERIENCE

GoDaddy

Sales Guide IV | January 2026 – Present

- Support customers in a fast-paced sales and service environment, blending consultative selling with solution-oriented support.

- Identify customer needs, recommend appropriate products and services, and deliver a high-quality experience that supports revenue and retention goals.
- Manage high activity levels with strong communication, organization, and responsiveness while maintaining accuracy and customer satisfaction.

Professional Services | September 2025 – January 2026

- Supported the sale of managed products and services, aligning solutions to customer business needs and service goals.
- Contributed to consultative customer conversations by identifying service opportunities and communicating value in a clear, customer-focused way.
- Operated in a professional services environment requiring strong coordination, responsiveness, and solution alignment.

Enterprise Business Care Team (BCT) | January 2023 – September 2025

- Managed a portfolio of 400+ enterprise and VIP clients, providing high-touch, whiteglove support tailored to complex business and technical needs.
- Built trusted customer relationships through consistent account engagement, supporting retention, satisfaction, and account growth.
- Served nationally recognized enterprise brands and organizations, including clients with \$1B+ in annual revenue, with high expectations for responsiveness, discretion, and service quality.
- Partnered with corporate domain services teams to support enterprise customers through onboarding and service transitions from retail to enterprise-tier platforms.
- Provided consultative and technical support across DNS, SSL, hosting, email, WordPress, domain-related services, and digital infrastructure.
- Coordinated across internal teams including Legal, executive leadership, and crossfunctional departments, as well as client-side C-suite stakeholders.
- Utilized Salesforce to document account activity, track service needs, and support relationship management and follow-through.
- Applied strong organization, prioritization, and time management to maintain a large portfolio with accuracy and proactive communication.
- Worked within protected domain and security protocols to support secure, compliant handling of sensitive client needs.

Technical Hosting / Server Support | 2014 – 2023

- Delivered advanced technical support for hosting and server environments, resolving complex issues with urgency, professionalism, and accuracy.
- Developed deep expertise in DNS, SSL certificates, email systems, WordPress, website troubleshooting, and hosting infrastructure.
- Assisted customers with technical escalations, service continuity issues, account changes, and complex troubleshooting affecting their online presence.

- Collaborated with technical and support teams to escalate issues, identify root causes, and improve service outcomes.
- Built a reputation for calm problem-solving, technical credibility, and clear communication in fast-paced environments.

Customer & Account Support | 2013 – 2014

- Supported customers with accounts, products, and service-related needs in a high-volume environment.
- Built foundational expertise in customer care, service operations, consultative support, and issue resolution.

EDUCATION

Master of Arts | Professional Business Writing

Bachelor of Science | Technical Communication

Graduated with Honors — Magna Cum Laude

ADDITIONAL QUALIFICATIONS

- 12+ years of progressive experience across customer support, technical operations, enterprise account management, professional services, and sales
- 3 years of Salesforce experience supporting account documentation, activity tracking, and relationship management
- Experienced supporting enterprise onboarding, migration, and service transitions in collaboration with corporate domain and platform teams
- Strong written and verbal communication skills suited for executive stakeholders, customer-facing updates, and technical translation
- Proficient with AI productivity tools including ChatGPT and Copilot for workflow efficiency and communication quality