

AUSTIN REHORN

Enterprise Account Management • AI Workflow Automation • Client Success • Project Management

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PROFESSIONAL SUMMARY

Client and account management leader with 15+ years of experience — and a rare crossover into hands-on AI automation. **Built Claude-powered skills and plugins that cut search go-live time by 90%**, then used the capacity gained to hit \$1M+ in revenue and set company-wide records for volume and single-month gross margin. Proven at managing 30+ simultaneous client engagements, building referral-generating relationships, and leading cross-functional teams to deliver results. Now bringing this blend of enterprise relationship depth and AI-native workflow thinking to SaaS and technology account management.

CORE COMPETENCIES

- Strategic Account Management
- AI & Agentic Workflow Automation
- Client Success & Retention
- Enterprise Relationship Building
- Process Optimization
- Team Leadership
- Salesforce CRM
- Project Management

WORK EXPERIENCE

Sr. Search Consultant

May 2023 – Mar 2026

Rhodes Wolfe Recruiting — #twiceasnice Executive Search Division • Remote

- **AI Impact:** Built Claude-powered skills and plugins that automated the full search go-live workflow — job title/salary research, job description drafting, screening question generation, and advertising placement recommendations — reducing time-to-launch by **90%** and reclaiming hours of capacity per search for high-value client work.
- **GPT Innovation:** Collaborated with company president to build a custom GPT that processed intake forms and generated fully formatted job descriptions, cutting drafting time from 30–40 minutes to under 10.
- **Signature Win:** Managed RJ Reynolds nationwide search: filled 27 of 30 Area Manager roles in under 2 months — running those searches concurrently with 10–15 other active client engagements through structured process discipline and team coordination.
- **Records:** Set company records for highest single-month Gross Margin (\$125K), most repeat searches initiated in a single month, and most repeat searches in a year.
- **Relationship ROI:** Built a referral relationship with a small business client that generated dozens of inbound leads, closed at ~90% — client later invited Austin to appear on their podcast.

Sr. Client Manager

May 2021 – May 2026

#twiceasnice Recruiting • Remote → *Promoted to Executive Search Division*

- Exceeded annual quota by 130% four consecutive years, generating over \$1M in cumulative gross margin revenue.
- Managed a portfolio of 100+ active client accounts across industries, leading dedicated teams of recruiters and sourcing specialists to fill hundreds of roles annually.
- Averaged 30–40 concurrent searches while maintaining client satisfaction and placement quality across diverse roles and industries.
- Identified as a natural fit for executive search due to consultative client approach and consistent quota performance — promoted into Rhodes Wolfe division.

Director of Operations

Feb 2017 – May 2021

Global Resource Group, Inc. • Conyers, GA

- Led company-wide systems and process improvement initiatives across GRG and sister companies HR TruCheck and Tristarr Investigations, managing 100 customer accounts and ~2,000 GPS devices.
- Introduced automated reporting and custom integration development as value-added services, increasing company profit margins by 25%.
- Modernized operational procedures, improving efficiency by 15% and reducing annual labor costs by \$50K.
- Designed and executed promotional campaigns that grew customer acquisition by 20%.

Account Executive → Project Manager

Feb 2011 – Feb 2017

Global Resource Group, Inc. • Conyers, GA

- Joined as one of the company's first three employees; took on sales, project delivery, and customer support simultaneously as the business scaled.
- Generated \$1M+ in new business revenue; sold nearly 1,000 active GPS devices, adding \$300K in annual recurring revenue through targeted upselling and full-cycle sales execution.
- Managed a nationwide rollout of 500+ GPS telematics devices for a single client — coordinating contractors, manufacturers, and installation teams across multiple states.
- Delivered 40+ system implementation projects, all on time and within budget, while supporting 50+ clients with system installations and user training.
- Grew personal sales by 50% through consultative selling, proactive account management, and tailored client proposals.

TECHNICAL SKILLS

AI & Automation: Claude Code, Claude Skills & Plugins, Custom GPT Development, ChatGPT, Agentic Workflow Design

CRM & Sales Tools: Salesforce, HubSpot (Inbound Marketing Certified), Marketing Automation Platforms

Platforms & Productivity: Google Workspace Admin, WordPress, Web Design & Development, Agile Workflows

EDUCATION

Bachelor of Arts — Political Science & Law

2011

The Citadel, Military College of South Carolina • Charleston, SC