

# SR. SALES OPERATIONS MANAGER

## Summary

Versatile Sales Operations Support Specialist who thrives in dynamic, challenging and fast-paced professional environments. Assertive and enthusiastic, with extensive knowledge of Microsoft Suite and salesforce.com and possess an unsurpassed work ethic. Am a confident professional with strong analytical, organizational and communication skills with demonstrated ability to recommend and take action.

As a current remote employee have proved abilities to self-manage multiple tasks and projects with great success but miss the energy and dynamic interactions of the office environment.

## Highlights

- Advanced MS Office Suite Knowledge
- salesforce.com
- Internet Research skills
- Analytical
- Methodical attention to detail
- Self-directed
- Professional and mature
- Troubleshooting and problem solving
- Strong interpersonal skills
- Excellent communication skills
- Dedicated team player
- Flexible

## Experience

08/2007 - Company Name – City, State  
Current Sr. Sales Operations Manager

As the trusted adviser, provide sales operations support to the AVP of a national Sales team creating forecasting and sales analytics reports, deal tracking, salesforce.com pipeline management and Internet research.

Provide support and guidance to sales reps for maintaining accurate salesforce.com sales opportunities, deals in progress and finished contracts as well as training on internal company systems and managing on-boarding of sales new hires.

Liaison to Contract Administration, Order Management, Partner Managers, Internal systems development teams and other organizations as required to ensure the success of our business.

12/2005 - 01/2007 Company Name – City, State  
Support Operations Project Development

Member of the Project Management team within the Customer Care organization in development and implementation and of new consolidated support offerings post-acquisition of Macromedia, Inc by Adobe Systems. Helped develop support plan definition, pricing and interfaced directly with other operational teams on sku development and delivery.

Provided training on new support pricing, structure and implementation to internal sales teams and Channel partners.

08/1999 - 10/2005 Company Name – City, State  
Support Operations Specialist

Provided operational post-sales management of support plans, assignments and direct customer notification for all of North America. Provided operational support to the North America Sales VP, Directors and Managers starting with Allaire and through the acquisition by Macromedia, Inc.

Liaison between the support and sales organization for escalation of customer issues and development of customized customer support offerings to ensure the highest level of customer satisfaction.

Managed specialized incentive programs for the sales organizations to promote custom support plan sales resulting in increased revenue to the company.

## Accomplishments

Implementation, management and delivery of support sales incentives resulting in increased custom high-touch support attachment to license sales

Managed and executed support plan set-up, maintenance and personal customer notification delivery to 100% of North America customers

Became the Subject Matter Expert for Sales Ops in the development of custom MicroStrategy sales reports

Delivered user training on salesforce.com and other internal systems to sales reps

## Education

2011 Internal Company Training  
Select One

- Advanced Excel techniques
- salesforce.com Training
- Adobe Product Sales Training

1996 North Shore Community College – City, State, USA  
Marketing Management

- Coursework in marketing and finance

1976 Mankato State University – City, State, USA  
Social Work

- Coursework in psychology