

# Jessica Claire

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## SUMMARY

Highly motivated Sales Associate with extensive customer service and sales experience. Outgoing sales professional with track record of driving increased sales, improving buying experience and elevating company profile with target market.

## ACCOMPLISHMENTS

## EXPERIENCE

**CONSULTANT** 01/2012

**Iqvia Holdings Inc | Wayne, PA**

- Provided programmatic and operational support for audit readiness engagement with the Defense Logistics Agency.
- Designed and implemented SOPs for on-boarding security process for 150 new hire contractors.
- Transformed difficult client relations into collaborative ones, facilitating smooth program management.
- Built resource management system to track and maintain contract requirements and sensitive personnel information.

**ENTERPRISE SALES ACCOUNT MANAGER** 10/2014 to CURRENT

**Adobe Systems Incorporated | Stockholm, ME**

- Work with Director of Enterprise Sales to develop innovative business plans and sales strategies to build the enterprise sales unit from \$0.
- Leverage relationships with engineering, marketing and customer support through internal training programs.
- Collaborate with account executives to penetrate new accounts, identify potential customers and coordinate product demonstrations.
- Actively manage the portfolio of all enterprise accounts totaling ~\$40K of monthly reoccurring revenue.
- Developed and implemented standard operating procedures for onboarding all new enterprise accounts.
- Coordinate and manage major proposal processes from initiation to implementation.
- Increased monthly sales by 20% by implementing strategies to develop and expand existing customer base.
- Deliver exceptional account service to strengthen customer loyalty.

**COORDINATOR** 01/2013 to 01/2014

**Best Buy | Alexandria, LA**

- Conducted expert meetings with companies needing expertise for coverage and adoption of their device technologies resulting in \$30K revenue for the Center.
- Planned and executed annual GI Technology Summit's programming, budgeting, agenda, faculty invitations, and logistics such as travel, accommodations, and honorarium for faculty; led to generation of \$350K in revenue.
- Prepared and managed all contracts, budgets, and invoices related to industry and physician expert relationships.
- Supported medical device registries and manage contracts, communications, and invoices with clients.
- Planned workshop on "How to Estimate and Reward True Patient-Centric Value in Innovation" in conjunction with the FDA to bridge gap between regulators, investigators, device companies, and payers and enhance collaboration leading to better understanding of roles and expectations in support of high-value healthcare.

**LEGAL ASSISTANT** 01/2012 to 01/2013

**Adelson, Testan, Brundo, Novell & Jimenez | Omaha, NE**

- Prepared wills, living trusts, and other estate documents for clients with \$1M+ net worth; generated \$250K in revenue.
- Managed client accounts on My Personal DataSafe software; advised CEO on best practices, issue resolution and user experience to improve performance and reliability of software's technical architecture.

**EXECUTIVE ASSISTANT** 2005 to 2011

**Auto Plus Pep Boys | Altamonte Springs, FL**

- Collaborated on a Maryland-Ukraine Business Accelerator proposal designed to facilitate commercialization of innovative ideas from Ukrainian entrepreneurs and act as catalyst for new product development.
- Researched, planned and recruited for a seminar involving Russian education organizations around the nation to discuss value of Russian language and education; consequently Mayor Katz granted the days of June 5-12 as the "Days of Russian Culture" in city of Gaithersburg, MD.
- Advised new business owners and facilitated process of registering their companies with their respective states.
- Performed bookkeeping and tax return preparation for domestic and international businesses.
- Provided customer support for clients with account issues and resolved discrepancies in their accounting records.
- Managed accounts receivable for 1,200 tax clients and collected over \$50K in overdue payments.
- Collaborated with other administrative team members, human resources and the finance department on special projects and events. Served as a professional representative of the CEO to executive clients, investors and board members.
- Served as a liaison between company president and clients regarding client accounts and new business.
- Investigated red flags for fraud, embezzlement, money laundering, tax evasion, false accounting statements, organized crime, terrorist financing and insider trading.
- Created and maintained computer- and paper-based filing and organization systems for records, reports and documents.

## EDUCATION

**Master of Science | Technology Commercialization** MAY 2015

**THE UNIVERSITY OF TEXAS AT AUSTIN, McCombs School of Business, Austin, Texas**  
Technology Commercialization

**Bachelor of Arts | Anthropology Biology** MAY 2011

**UNIVERSITY OF MARYLAND, College Park, Maryland**  
Anthropology Biology

**Teaching Assistant for upper level Anthropology courses**

## LANGUAGES

English and Russian

## INTERESTS

Designated by the AGA as a 'SharePoint Super User' (2014) Work Eligibility: Eligible to work in the United States with no restriction

## ADDITIONAL INFORMATION

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## SKILLS

accounting, accounts receivable, Agency, bookkeeping, budgeting, budgets, contracts, client, clients, client relations, customer support, English, Innovation, Languages, Logistics, Director, managing, meetings, MS Office, Enterprise, new product development, personnel, program management, programming, proposal, Russian, Russian language, Sales, strategy, Summit, tax, Teaching, Ukrainian, vision