

# JESSICA CLAIRE

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 100 Montgomery St. 10th Floor

## SKILLS

- Strategic planning
- Reporting capabilities
- Product Life Cycle Management
- Project Management
- Cloud Computing
- Client Relationships
- Team Leadership & Development
- Supervision
- Team Management
- Experienced Closer
- Sales Management
- Inside/Outside Sales
- Exceptional Communication Skills
- Marketing
- Excel
- Customer Service
- Quote Rates
- Business Development
- Client Engagement

## EDUCATION

Harvard University  
Cambridge, MA • 05/2021

*Ph.D:* Anthropology

Harvard University  
Cambridge, MA • 2020

*Master's:* Philosophy

Harvard University  
Cambridge, MA • 2019

*MASTER OF ARTS:*  
ANTHROPOLOGY

Harvard University  
Cambridge, MA • 2012

*BACHELOR OF ARTS:* PHILOSOPHY

Harvard University  
Cambridge, MA • 2012

*BACHELOR OF SCIENCE:*  
POLITICAL SCIENCE

## LICENSES

- Series-7 Finance License
- 2-15 Life Insurance License
- FL Real Estate License

## PROFESSIONAL SUMMARY

Team Leader experienced in driving teams to reach sales quotas. Talented at developing strategies, setting goals and training employees. Confident and decisive when communicating goals and vision to succeed. First-class problem solver with excellent interpersonal skills. Highly experienced director of business development, with over \$500,000,000 in closed sales, with experience growing startups into multi-million dollar companies by strategic contact sourcing and development.

## WORK HISTORY

### Travelnet Solutions - Consultant

Cottage Grove, MN • 01/2019 - 10/2021

- Managed and reacted appropriately to all relevant KPI's which directly resulted in higher customer satisfaction, retention, and conversion rates.
- Liaised with front-line-facing employees, middle management, and C-suite management to identify weaknesses, and identify solutions for the Inflight product.
- Meticulous record-keeping of C-SAT, Net Promoter Scores, and other KPIs used to gauge product growth in order to develop robust, all-encompassing strategies to further improve growth.
- C-SAT improved from 67% to 88%.
- Developed, launched, and executed go-to-market strategies designed to grow consumer confidence and raise revenue through implementation of most frequently requested consumer features.
- Successfully negotiated multi-million dollar contracts.
- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.

### Northwest Landscape Services - Senior Director of Business Development and Sales

Happy Valley, OR • 03/2015 - 07/2020

- Directed work of efficient administrative team maintaining accurate sales, inventory and order documentation.
- Established and grew aftermarket sales department, set sales targets, and introduced customer satisfaction survey while monitoring and utilizing KPI data.
- Multitasked, liaised, negotiated, and closed transactions with sourced heads of business ranging from startups to Fortune 500 C- suite teams, while partnering with co-workers to accomplish weekly individual, team, and corporate goals.
- Consistently recognized as the face of the company in contract negotiations, strategic business decisions, and day-to-day decision making while identifying and developing communication with clients to improve and develop business relationships.
- Managed teams with consistent pipelines of qualified contacts to provide a steady flow of closed transactions.
- Orchestrated and closed more than \$500,000,000 in transactions within a 5-year period.
- Proactively develop and execute various client-vendor relationship projects while ensuring company growth with skillful recruiting.
- Initiated and managed entire sales cycle from sourcing to closing and follow up.
- Tracked and utilized all KPI's used and monitored for trajectory of growth, and areas of improvement.

### RB PRODUCTS LLC - Business Development Manager

City, STATE • 12/2008 - 03/2015

- Coordinated innovative strategies to accomplish marketing objectives and boost long-term profitability.
- Developed and implemented favorable pricing structures balancing firm objectives against customer targets.
- Sourced, qualified and contacted potential clients including high volume calls (120+ calls/day).
- Developed and managed teams within call center environment.
- Directed sales strategies in alignment with goals and conducted research and analysis to identify new markets, while supervising and delegating work to support staff through organized collaboration.
- Consistently led discussions between sales, management and product managers to create customized pricing for distribution and retail clients.
- Provided all required ongoing training and service support, while adhering to dedicated sales goals and requirements, in diverse geographic markets in several verticals.
- Identified and utilized KPI's to adjust corporate trajectory.
- Extensive roles in both inside and outside sales, including team leadership.

## LANGUAGES

German:  
Negotiated:

Dutch:  
Negotiated: