**Steven Hatt**

Mountain View, CA 94041

**650-814 3818** [**Steven.hatt@aol.com**](mailto:Steven.hatt@aol.com) **www.linkedin.com/in/stevenhatt**

**Summary**

Highly experienced sales professional applying my analytical & customer solution skills in the field of Inside Sales Rep. Previous sales achievement in exceeding campaign objectives resulted in receiving numerous awards. Vibrant and engaging personality with the ability to build rapport quickly, provide solutions, and establish trust with clients with complex technical needs.

**Skills**

* Customer Service experience both in person and phone
* Provide support to all clients, including internal customers on product related issues and questions
* Experienced with cold call and appointment based sales
* Experienced with Sales CRM
* Resolve Client Issues in a timely manner and to clients satisfaction
* Experienced working with contractors with their advertisement programs

# **Experience**

JobTrain / Coursera Menlo Park, CA January - March 2021

**IT Support Trainee**

* Performed Troubleshooting in networks, TCP/IP connectivity, subnetting, STMP, DHCP, DNS and printing problems
* Performed troubleshooting and resolved Level 1 technical support issues, such as user accounts/access, user systems (laptop/desktop/peripherals), and software (applications and OS)
* Managed user accounts and resourced permissions: e.g. creating/deleting accounts, resetting passwords, and security group memberships
* Management of operating systems in Windows and Linux for files, users, permissions, file systems, and processes with local and remote access
* Performed Network Administration including: New user setup and removal, active directory moves, adds & changes, windows general troubleshooting

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### Valley Yellow PagesRemote Office - San Francisco Bay Area2006 - 2020

### **Senior Account Manager -**

* Built a Team of Account Executives exceeded Campaign Sales Objective over 10%
* Increased sales by 20% through new and upgraded accounts which achieved campaign objectives
* Recognized for outstanding sales effort receiving over 52 sales achievement awards
* Successfully managed all aspects of sales cycle - origination to sales close
* Consistently increased pipeline to develop network for lead generation for new sales
* Trained and developed new junior account managers for the sales department.

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### **Independent Loan Officer - San Francisco Bay Area** *-* ***2001 - 2006***

* Develop network for lead generation
* Identify clients needs, recommend right product to close the transaction

**Education**

* JobTrain / Coursera **Google IT Support Professional Certificate** - March 2021
* Stanford University - **Intro to Internet of Things**

### Foothill College, Los Altos Hills, CA *-* **Associate Arts Degree**