

# Kaleb Faas

## Professional Summary

Results-oriented and highly motivated intern with experience in sales operations, customer service, and project management. Proven ability to support cross-functional teams, develop and execute strategic plans, and negotiate complex agreements. Expertise in data analysis, problem-solving, and communication. Seeking a challenging role where I can use my skills and experience to contribute to the success of a progressive organization.

## Relevant Professional Experience

### Workiva, Ames, IA — Sales Operations Intern / Business Intelligence Intern

May 2022 – Current

- Facilitated more than \$10 million in software sales to hundreds of Fortune 500 companies.
- Developed insight utilizing SQL queries and Amazon Quick sight to provide stakeholders with insight to make data-driven decisions.
- Assisted the Government team in their first \$1 million dollar quarter.
- Drafted, reviewed, and negotiated commercial terms for sales orders, SAAS agreements, service agreements, statements of work, restatements, amendments, and other agreements.
- Built self-sustaining metrics for sellers within the sales operations department that assisted the government team in their first \$1 million dollar quarter.
- Provided guidance and analysis to Workiva's SLED team, which accounted for a sum of S&S amount for \$12 million dollars.

### Best Buy, Ames, IA — Sales Consultant

October 2021 – May 2022

- Handled all aspects of sales including customer contracts and warranties, customer payments, and credit/check transactions. Develop and maintain strong up to date knowledge of products, accessories, pricing plans, and service features.
- Provided excellent customer service by understanding their needs and recommending appropriate products.
- Consistently met and exceeded sales goals by effectively utilizing product knowledge and sales techniques.
- Demonstrated expertise in various technology products and assisted customers in setting up and troubleshooting devices.

## Volunteering Experience

### SHRA, Ames, IA

#### Committee Education Chair

August 2023 – PRESENT

- Volunteered with Students Helping Rescue Animals, a student organization dedicated to helping local homeless animals through fundraising, volunteerism, and education initiatives.
- Organized and executed fundraising events, scheduled volunteer days at shelters and educated the community about the benefits of rescuing animals from shelters.

## Education and Training

Iowa State University, Ames, IA – Bachelor of Science in Business Management (GPA: 3.3/4.0) April 2019 – May 2023

Iowa State University, Ames, IA – Bachelor of Science in Management Information Systems (GPA: 3.6/4.0) August 2019 – Dec 2023

## Skills

Data and Software Proficiency – Excel, PowerPoint, MS Office, Salesforce, Loopio, Jira, HubSpot, Microsoft Projects, Tableau

Methodologies – Agile, Waterfall, RFX Management Process, SDLC, Lean

Soft Skills – Time Management, Interpersonal Communication, Decisiveness, Delegation, Self-motivated, Creativity

Code Languages – Python, SQL, HTML, CSS, Java

Business Intelligence – Data analysis, Data visualization, Data Preparation, Data Mining, Statistical Analysis, Data Reporting

## Awards/Achievements

**Program Development** – Developed and delivered a customized training program for APAC teams that led to a 5% increase in employee engagement and efficiency.

**Education Chair** – Elected as the Education Chair for the SHRA board of directors.

**2023 ISU Case Competition** – Competed in an internal case competition hosted by Iowa State University.