



CAREER SUMMARY

As an accomplished technical support and sales professional, I've spent over 15 years building relationships, honing my analytical thinking, and perfecting my empathic listening and strategic questioning skills. But I knew that there was more I could do to revolutionize the industry. With a love for math and a passion to solve complex problems, I have set out to create intelligent systems that could overcome any challenge. Alongside a team of equally passionate and ambitious individuals, we will tackle non-obvious problems and overcome obstacles that others deemed impossible.

WORK EXPERIENCE

Teleperformance, Remote

Team Manager AppleCare Tier 3

4/2018 - 12/2022

- Motivated team to consistently exceed production target by 32% by establishing crucial problem-solving protocols.
- Achieved and retained the highest screen share rate and a 95% cx satisfaction rating out of 300 plus employees.
- Solved issues with extensive product knowledge of all; hardware, OS, software, services, accessories, and peripherals.
- Actively listened to determine the best timing to showcase upsells.

Encantada, Las Cruces, NM

Sales Manager / Public Liaison

11/2015 - 3/2018

- Closed 60+ real-estate deals achieving 84% inbound capacity while acting as the community liaison.
- Utilized CRM to coordinate multiple accounts maintaining consistent communication among clients.
- Reinforced manager's preferences for working with business on multiple projects increasing efficiency by 24%.
- Exceeded 6% of quota with a successful multiple-location promotional campaign creating 18 referrals.

Zozude, Las Cruces, NM

Director of Outreach

6/2013 - 10/2015

- Increased annual conference attendance objective by 66%.
- Developed an email marketing campaign that expanded membership by 73%.
- Cold-called potential leads and scheduled remote meetings to present products to teams.
- Improved referral stats by emphasizing consistent empathetic communication establishing rapport and questioning essential to product development.

CORE TRAITS

- Relationship Building
- Character
- Sales

TOOLS

- Hubspot "Certified"
- Mail Chimp
- Grammarly
- Scribe
- macOS, iOS, iWork
- Workspace, Android
- MS 365, Office, Exel
- Zoom, Zapier, ChatGPT

PROJECTS

- Applecare Production Enhancement Team
- Encantada Community Betterment Project
- Zozude Product Development Team
- NMSU Transportation Growth Project
- WSNM Boardwalk Removal
- Special Olympics Swim Coach
- Oñate Website Designer

EDUCATION

- New Mexico State Univ
- Bachelor of Science Mechanical Engineering
- Minor Math

EXTRACURRICULAR

- Baja SAE
- ASCE Concrete Canoe
- ASME AG-1
- ASNMSU Homecoming Chair
- International Soccer Captain