

## BUSINESS DEVELOPMENT REPRESENTATIVE

### Professional Summary

Experienced administrative professional with excellent client and project management skills. Action-oriented with strong ability to communicate effectively with technology, executive, and business audiences.

### Core Qualifications

- Computer proficient
- Reports generation and analysis
- Client Relations
- File/records maintenance
- Multi-Task Management
- Territory Sales Experience
- Purchase Order Processing
- Creative Problem Solving

### Experience

#### Business Development Representative

November 2014 to Current Company Name - City , State

- Identified prospective customers using lead generating methods and obtained leads through cold calls.
- Managed organization's South Texas and West Texas region and performed full sales cycle duties, therefore increasing division profits.
- Quoted prices for services outlined in brochure.
- Maintained friendly and professional customer interactions.
- Consistently met and exceeded divisional expectations for productivity and accuracy levels.
- Led sales calls with team members to establish sales and customer retention goals.
- Generated new accounts by implementing effective networking strategies.
- Assisted with budget forecasting, goal setting and performance reporting for all accounts.
- Identified strategic partnerships and gathered market information to gain a competitive advantage.
- Delivered weekly performance updates and monthly business reviews.
- Optimized current revenue streams by networking for additional business prospects with established clients.
- Identified, coordinated and participated in client relationship-building activities and meetings.
- Answered customer questions regarding products, prices and availability.
- Researched economic processing factors to determine the best process and sales strategies.

#### Administrative Clerk

September 2012 to November 2014 Company Name - City , State

- Seven years of office experience.
- Ensured that team member responsibilities were defined and understood.
- Established and maintained effective communication system.
- Planned travel arrangements for executives and staff.
- Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information.
- Posted open positions on company and social media websites.
- Processed all new hire paperwork while maintaining employee confidentiality.
- Organized files, developed spreadsheets, faxed reports and scanned documents.
- Created and processed purchase orders for day to day purchases.
- Processed weekly payroll for 30-50 employees to ensure everyone received a correct hourly paycheck.
- Reconciled credit card expenses for 10-15 employees.
- Monitored equipment rentals to ensure proper invoicing practices.

#### Registrar

October 2009 to September 2012 Company Name - City , State

- Maintained detailed administrative and procedural processes to improve accuracy and efficiency.
- Organized and maintained file system, and files correspondence and other records.
- Coordinated all educational department functions for team of six.
- Coordinated meetings with education staff and served as main liaison between registration process throughout graduation.
- Updated student records and information on a daily basis.
- Created databases and spreadsheets to improve student registration processes and reporting accuracy.
- Provided support for Executive Director, Admissions Department, and Education staff in managing operation work flow.
- Standardized department filing system to increase efficiency.
- Improved communication efficiency as primary liaison between departments, students and employers.
- Directly supported Executive Director in managing operation work flow.
- Communicated with students via phone, email and in person to update them on educational status.
- Helped coordinate admission processes and prepared student records and agreement packets for regular audits.
- Handled and processed confidential student information.

#### Admitting Specialist-ER Registration

March 2008 to October 2009 Company Name - City , State

- Maintained a state of readiness and alertness for all incoming patients.
- Collected pertinent information from the patient, family and friends, medical records and prescriptions.
- Verified that information in the computer system was up-to-date and accurate.
- Recorded and filed patient data and medical records.
- Eliminated duplicated records by sending necessary information to the medical records department.
- Demonstrated analytical and problem-solving ability by addressing barriers to receiving and validating accurate health care information.
- Carefully reviewed medical records for accuracy and completion as required by insurance companies.
- Demonstrated knowledge of HIPAA Privacy and Security Regulations by appropriately handling patient information.
- Acquired insurance authorizations for procedures and tests ordered by the attending physician as needed.
- Confirmed patient information, collected copays and verified insurance.
- Maintained updated knowledge with emergent protocols, response requirements and quality assurance procedures.
- Completed registration quickly and cordially for all new patients.
- Interacted with patients, families, hospital staff and the general public in a compassionate, professional manner.

#### Education

High School Diploma : 2006 Taft High School - City , State

Some coursework completed Del Mar College - City , State

#### Accomplishments

- Employee of the Year 2010 at South Texas Vocational Technical Institute
- Promoted to Registrar after 1 year of employment at STVT.
- Promoted to Business Development Representative after 18 months of employment at GIS.
- Successfully planned and executed meetings, lunches and special events for groups of 30+ employees.
- Received merit raises for strong attention to detail, exemplary customer service and team-player attitude.

#### Skills

Microsoft Software: Word, Excel, Outlook, PowerPoint

People skills: great customer service, enthusiastic people person, advanced problem-solving, great organizational skills

Language: Intermediate level Spanish speaker