

MIGUEL A. LAZALDE

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PROFESSIONAL STATEMENT

18 years of business-to-business sales experience providing account support and management for the largest logistics companies nationwide. Three years' experience positioning Professional Services growth throughout the Salesforce Public Sector client base. Provided training support to new hires as subject matter expert. Wanting to marry my sales and industry knowledge in a role where I will guide employees to future success in technical knowledge and sales growth.

TECHNICAL TRAINING

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| <i>Salesforce, Inc</i> Salesforce Ranger | Completion Date: November 2022 |
| <i>LeaderQuest, an ACI Learning Company</i> Computer User Support Specialist (CUSS) <ul style="list-style-type: none">• Axelos – ITIL 4 Foundation Course• CompTIA A+ (1001 & 1002) Course• CompTIA Security+ (601 CML) Course• CompTIA Network+ (007 CML) Course | <i>Centennial, CO</i> Completion Date: February 2021 |

CERTIFICATIONS

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| <i>Axelos Global Best Practice</i> ITIL Foundation Certification | <i>London, UK</i> Expiration Date: Indefinitely |
| <i>Coursera: Google</i> Technical Support Fundamentals | Expiration Date: Indefinitely |

PROFESSIONAL EMPLOYMENT EXPERIENCE

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| <i>Salesforce, Inc.</i> Associate Account Partner <ul style="list-style-type: none">• Exceeded yearly quota by over 200% every year working exclusively with Public Sector clients• Collaborate with customer IT and internal resourcing teams to create and execute a digital roadmap for Salesforce CRM success through the use of Salesforce Professional Services team• Maintain active engagement with new and existing customers to create sense of partnership and trust• Collaborate with Delivery and Stakeholders to provide budget and timeline expectations• Maintain a high level of industry and product knowledge requiring ongoing enablement• Apply Networking, Developer, and Architecture knowledge to help find the best solution for customer CRM environments• Leading initiatives to provide new hire training and best practice procedures to larger Public Sector team• Coordinating efforts across Sales and Delivery teams to find growth opportunities for Public Sector customers | <i>Remote/Denver, Co</i> <i>March 2021-present</i> |
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Redburn Tire Company

Denver, CO and El Paso TX

Account Consultant

Nov 2019 – July 2020, April 2015 – April 2017

- Personally contacted by Redburn Tire's owner to assist in growing company's footprint in Colorado
- Managed largest national accounts in Redburn's portfolio as their single point of contact requiring monthly reporting and maintaining of customer assets, analysis of budget and waste, and a constant focus on each customer's continual improvement.
 - Waste Connections – Colorado, 3 locations
 - UPS -Texas and New Mexico, 6 locations
 - Penske Leasing – Texas and New Mexico, 2 locations
- 5th overall sales for February 2020 in entire company.
- Top 5 revenue in first year.
- Responsible for supporting CRM tools with handmade customer databases that would optimize customer experience with automated actionable items.

Lewan Technology

Denver, CO

Account Executive

April 2018 – Nov 2019

- Worked closely with IT solution sales to cross train and familiarize myself with the current technological trends that impact large businesses.
- Responsible for sale cycle from introduction and cold call to maintaining customer relations and assisting with upgrading.
- Responsible for largest territory in Lewan, requiring a strong personal sense of ownership and planning.
- Used Salesforce as Well as other business tools to manage multiple accounts and gain net new business.
- Maintained various quotas in hardware, IT solutions, managed business solutions, and production equipment.

GCR Tire

Oklahoma City, OK

Account Executive

April 2017 – April 2018

- Created and maintained accounts for large energy and transportation companies such as Halliburton.
- Integral in building the relationships that lead to servicing C&J Energy Services in Oklahoma.
- Created and maintained tire policies for the various environmental hazards related to the Energy Industry.
- Created and tracked customer's asset lists and creating detailed reports to stakeholders.

EDUCATION

RELEVANT VOLUNTEER EXPERIENCE

Denver, Co November 2022-Present

- Mentor for High School aged children through Big Brothers/Big Sisters and Highview programs which pair young adults with Professionals which provide access to mentorship and leadership training.

Denver, Co February 2021

- Assisted team in network implementation of Ubiquiti environment for local church. Experienced creating, planning, and running ethernet cable throughout building. Troubleshooting areas of latency and network optimization.

Denver, Co July- November 2020

- Assisted vision impaired members of Fraternity by accessing their desktop (SSH, AnyDesk, Remote Desktop) and assisting with their computer troubleshooting and daily tasks such as online shopping or document verifications.

El Paso, TX 2015-2018

- Volunteered as a member of Shriner's International participating in hospital visits and toy runs.

SKILLS

Skills acquired from experience:

- Bilingual: Fluent in English and Spanish
- Proficient in Salesforce Clouds and Architecture
- Proficient in Microsoft 11, Microsoft Office Suite, Microsoft 365
- Proficient in MacOS 11 Big Sur through MacOS 14 Sonoma
- Proficient in Google Suite including Docs, Sheets, and Slides
- Bootcamp level knowledge of Ruby, HTML, Apex, SQL and Python
- Excellent Time Management and Organizational skills
- Business level Customer Support and Incident Management skills

Skills acquired during LeaderQuest Training:

- Troubleshooting Windows OS, Mac OS, Linux OS
- Network Troubleshooting