Alberto Lavalle

alberto.lavalle11@gmail.com | +1 (205) 527-2460 | Dallas, TX

WORK EXPERIENCE

Triumph Payments, Dallas, TX   January 2022 – August 2025
Senior Relationship Manager (promoted from Relationship Manager within 11 months)
- Managed 120+ enterprise and commercial accounts, driving $2B+ in annual transaction volume across fintech solutions, and developed account strategies aligned with client business objectives
- Cultivated and maintained C-suite relationships, delivering quarterly business reviews and strategic presentations that influenced investment decisions and strengthened long-term enterprise partnerships
- Negotiated enterprise agreements with 10 top-tier clients, generating $2M in new ARR and expanding fintech product adoption within strategic accounts
- Collaborated with cross-functional teams including product, solution engineering, and operations to deliver client solutions and influence product roadmap, increasing platform adoption by 31% within 6 months
- Mentored and led a high-performing team of 4 junior relationship managers, coaching on consultative selling, strategic account growth and client engagement, boosting team sales performance by 40%
- Leveraged Salesforce CRM for pipeline management, account planning, and data-driven forecasting, improving revenue predictability by 18%
- Drove portfolio growth of $20M+ in financed freight transactions, exceeding annual revenue targets by 125%
- Represented the company at industry conferences positioning it as leading freight-fintech partner and generating $5M in new business opportunities

State Farm Insurance Company, Dallas, TX; Birmingham, AL   August 2018 – May 2021
Bilingual Subrogation Claim Specialist
- Negotiated recovery monies paid out as a result of product liability loss yielding $1.82 million annual recoveries
- Developed subrogation demands against responsible party companies for product liability claim losses
- Applied knowledge of federal laws, statutes of limitations, and insurance regulations to responsible stakeholders

Spanish Training Developer
- Developed a new training strategy at two national customer care centers and evaluated instructor performance
- Improved and implemented a new training program by leading workshops with senior leadership

Bilingual Customer Service Representative
- Received an average 97% customer satisfaction rate (15% higher than the company average)

Balfour Beatty Communities, Dallas, TX   May 2018 – July 2019
Leasing Manager
- Collaborated with stakeholders for the maintenance of community facilities, work orders, and property tours

Ambit Energy, McAllen, TX   May 2014 – May 2018
Independent Senior Marketing Consultant
- Coached incoming marketing consultants leading to a 300% customer network increase

Texas Roadhouse, McAllen, TX   March 2013 – September 2016
Service Manager
- Created a training process for onboarding new employees yielding a 45% increase in customer satisfaction
- Supervised daily front-end operations and ensured compliance with industry regulations were maintained

EDUCATION

Colorado State University Global, Aurora, CO
Bachelor of Science in Management Information Systems and Business Analytics

COMPUTER SKILLS AND LANGUAGES

- Computer Skills: Microsoft Office Suite, Python, PostgreSQL, Salesforce
- Languages**:** Fluent in Spanish and English