

# Maya Jordan – Sales Development Representative

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Results driven sales and solutions leader with 8+ years of delivering revenue growth, customer satisfaction, and retention across telecom, retail, and technology. I help companies win by driving new acquisitions, expanding market share, and aligning business challenges with value driven solutions that maximize ROI. I am skilled in full cycle selling, C-suite engagement, and leading cross-functional teams to execute strategies that deliver measurable outcomes. Expertise in CRM, AI powered sales workflows, and digital transformation through the i.c.stars Technology and Leadership program, to better leverage Customer Success Platforms.

## SKILLS

- **Sales & Business Development:** Full-Cycle Sales • Net New Prospecting • Account Strategy • C-Suite Engagement • ROI-Based Selling • Pipeline Generation • Discovery & Qualification • Cross-Sell / Upsell • Customer Experience
- **Technical & CRM:** Salesforce • Microsoft 365 • Google Workspace • Workday • POS & ERP • Data Analytics
- **Tools & Platforms:** Trello • Power BI • Canva • Figma • Zoom • AI Productivity Tools • Microsoft Office Tools

## EXPERIENCE

### **Apprentice (internship) - i.c.stars | Technology, Business & Leadership Development Program – Chicago, IL • Present**

- Leading a team capstone focused on CRM implementation and customer experience optimization.
- Practicing Agile methodologies, CX strategy, and cloud-based project workflows.
- Delivering executive presentations and stakeholder updates as part of business and technology immersion.

### **Field Sales Representative & Sr. Integrated Solutions Manager - AT&T - Chicago, IL • March 2023 – June 2025**

- Generated multimillion-dollar pipeline through proactive prospecting and strategic territory management; consistently ranked top 10% in solution-based sales performance.
- Developed net-new accounts by identifying business and aligning clients to the right connectivity and IoT solutions.
- Conducted Field Marketing executive-level product demonstrations and discovery sessions, influencing purchase decisions across multiple lines of business.
- Built ROI-focused business cases that improved close rates and shortened sales cycles.
- Partnered with cross-functional engineers, product specialists, service teams and Account Executives to architect integrated technology solutions.

### **Outlet Assistant Manager - Bob's Discount Furniture - Villa Park, IL • Sept 2022 – Aug 2023**

- Managed a high-volume retail environment and led a team of 15 associates, achieving 110%+ of sales targets.
- Leveraged customer insights and data to improve merchandising strategy and increase conversion rates.
- Collaborated with corporate partners to implement CRM enhancements increasing customer retention.

### **Assistant Manager & Design Consultant - Sears & Grand Rising Kitchen - Chicago, IL • Feb 2019 – Sept 2022**

- Ran full-cycle solutions selling for renovation projects, including prospecting, discovery, scoping, and closing.
- Delivered high-impact customer presentations using ROI-focused proposals.
- Maintained a 95% customer satisfaction rate through trust-building and tailored design solutions.
- Awarded top performer in customer service recognition programs.
- Improved operational efficiency and customer satisfaction through process improvements and digital tracking.
- Led staff development, improving service quality and team performance.

### **Assistant Manager - Mattress Firm - Chicago, IL • June 2016 – Jan 2019**

- Drove top 5% regional performance through consultative selling, objection handling, and relationship building.
- Led prospecting and Marketing strategies that boosted store traffic and repeat business resulting in a promotion.
- Coached teams on discovery techniques, resulting in a 20% improvement in conversion.
- Recognized with company sales contests and received multiple customer commendation letters for exceptional service.

### **Lead Bartender - Chicagoland Bartender - Chicago, IL • Sept 2009 – Present**

- Built strong customer relationships in high-volume environments, strengthening interpersonal and communication skills.

### **Real Estate Appraiser - Self-Employed - Chicago, IL • 2003 – 2008**

- Conducted property valuations and market analyses for residential and commercial properties, identifying opportunities for cost savings and revenue generations.
- Prepared appraisal reports for clients, lenders, and government agencies.
- Delivered insights that informed investment and lending decisions.

## EDUCATION, CERTIFICATIONS & AWARDS

- **2025- PRESENT i.c.stars** Technology, Business & Leadership Development Program
- **PRESENT Salesforce Trailhead Modules:** CRM Fundamentals • Selling with AI • Customer 360 • Solution Engineering
- **South Suburban College, South Holland, IL.** Associate of Arts in Business Management
- **2000-2008 Licensed Real Estate Appraiser & 2009 -2013 Life Insurance Licensed**
- Winner of internal sales contests at Mattress Firm and Sears Transform Home Improvement.