

PROFESSIONAL SUMMARY

Experienced Onboarding Account Manager at Paysafe Group, skilled in guiding diverse customers to align payment software with unique business needs. Proactively sharing insights to help ongoing product enhancements for evolving demands.

EMPLOYMENT HISTORY

APR, 2021 - PRESENT

Onboarding Account Manager, Paysafe Group, Westlake Village, CA

- Manage a diverse portfolio of customers in the restaurant, retail, and construction industries, providing expert guidance to ensure their payment software solutions precisely meet their unique business requirements.
- Leverage comprehensive payment solutions and in-depth product knowledge to deliver exceptional customer support by addressing their distinct needs with precision.
- Collaborate with cross-functional teams, streamlining seamless experiences for customers, and ultimately driving high levels of customer satisfaction.
- Take an active role in gathering valuable customer feedback and insights, proactively sharing them with internal teams. Contribute to ongoing product enhancements, ensuring continuous optimization, and meeting evolving customer demands.

FEB, 2018 - MAR, 2021

Online Sales Consultant, Carmax, Oxnard, CA

- Led customers through the vehicle sales process, providing consultation and facilitating finance applications to drive high sales volumes.
- Proactively generated additional monthly sales through follow-ups, store visits, and retaining a personal book of business.
- Achieved top 10% sales performance nation-wide 2019 and 2020.

FEB, 2016 - FEB, 2018

Sales Professional, Sleep Number, Valencia, CA

- Utilized a personalized sales approach to identify customers' sleep needs and provide customized solutions, surpassing the yearly sales quota by 138% and generating over \$1MM in revenue as the top Consultant in the district in 2016.
- Maintained strong customer relationships through consistent follow-ups and referrals, driving sales growth.

FEB, 2010 - JAN, 2016

Area Manager, JSP Company, Inc.

- Oversaw the operations of four chain bakeries, leading and supervising a team of over 40 employees.
- Implemented efficient staffing, training, and maintain high-quality service standards.
- Demonstrated strong leadership skills, coordinating daily activities, and inventory management.

SKILLS

- |                                  |   |
|----------------------------------|---|
| -Client-Facing Experience in B2B | -CRM Systems: Salesforce, Kronos, Matrix          |
| -Account Management              | -Strong Written and Verbal Communication Skills   |
| -Consultative Selling            | -PowerPoint/Google Slides and Excel/Google Sheets |

EXTRA

- Currently hold the role of Secretary in a local bowling league, demonstrating adept administrative management and ensuring seamless league operations for the past six years.