

# OSCAR MEZA GUEDEZ

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**PROFILE** | Certified in Data Science with 12 years of sales experience, 5 years in enterprise sales seeking to utilize my skills and experience to drive business growth and success in a new organization

**EXPERIENCE** | **MICROSOFT** | SAN FRANCISCO CA 2021 – 2023

ACCOUNT MANAGER, ENTERPRISE

- Executed successful B2B sales strategies, resulting in increased SaaS revenue and client retention
- Expertise in consultative selling, building long-term, strategic relationships with decision makers
- Led cross-functional collaboration to identify and capitalize on opportunities in the market
- Onboarded and trained account management team members in effective communication, building rapport, pipeline hygiene and forecasting, nurturing long term relationships and sales system

## POSITION HIGHLIGHTS

- Managed book of business of 100 accounts, resulting in a 20% increase in closed deals and a 20% increase in revenue in comparison to the previous year
- Received organization's SaaS award for achieving quarterly cloud sales target

**EXPERIENCE** | **MICROSOFT** | SAN FRANCISCO CA SEPTEMBER 2017 – APRIL 2021

TECHNICAL ADVISOR

- Provided technical support troubleshooting Outlook, Teams, and Microsoft 365 Suite
- Provided Windows 8 and 10 technical support through a ticketing system
- Managed high volume of client cases, resulting in successful resolution
- Ensured clients had the appropriate office licenses
- Exceptional problem-solving skills and attention to detail in troubleshooting client issues

## POSITION HIGHLIGHTS

- Work with clients to identify cross platform cloud and hardware solutions
- Collaborated with cross-functional teams to resolve complex client issues
- Managed the complete lifecycle of client cases utilizing CRM, resulting in efficient and timely resolution

**EXPERIENCE** | **MICROSOFT** SAN FRANCISCO CA 2016 – 2017

PRODUCT ADVISOR

- Provided personalized customer-facing solutions to fulfil client technology needs

**EDUCATION** | CITY COLLEGE OF SAN FRANCISCO | NETWORKING AND INFORMATION TECHNOLOGY

Spanish (Native Speaker) Unix, SQL (MySQL Workbench), Python (NumPy, Pandas), CRM.  
MS-900, SC-900, AI-900 Certified, Data Science Certified