

Zoey Nguyen
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SALES SUPERVISOR - SALES EFFECTIVENESS

Summary
 Experienced sales supervisor and recognized training facilitator with over 25 years of sales experience in the Utility Industry. Proven track record of implementing successful sales programs to exceed Team and Company goals.

Highlights
 Microsoft Dynamics CRM subject matter expert
 Chosen to represent Sales as CRM Product Owner for 2018 product upgrade
 Certified facilitator - 7 Habits of Highly Effective People
 LEED certified (one of three at the time with PNG)
 Commercial Sales Person of the Year 2008 (Piedmont Natural Gas)
 Excellent communication skills
 Self-Motivated and highly driven to succeed
 GSA committee member and facilitator for final product implementation
 Established track record of exceptional sales results
 Experienced Project Management utilizing sales systems
 Agile Trained

Experience
 Sales Supervisor - Sales Effectiveness

11/2015
 to
 Current
 Company Name
 City
 ,
 State
 Led of virtual team of 6 full time Sales Support Coordinators.
 Managed the Partner financing for legacy PNG.

Integrating (in process) Duke Gas Sales with Piedmont Natural gas Sales
 Implemented a procedure to aid in Project Management
 Implemented additional responsibilities for the team by monitoring and evaluating productivity levels and bandwidth
 Developed a 'Welcome Package' to send to all Residential builders
 Maintained, updated and developed policies and procedures for the Sales team
 Converted all forms, letters and agreements to electronic versions
 Developed Sales training materials for the sales reps, supervisors and managers
 As the CRM expert, I work closely with the newly created IT group to ensure the health of the product
 Currently working on an Integration project as the Product Owner of CRM

Sales Supervisor

11/2012
 to
 11/2015
 Company Name
 City
 ,
 State
 Supervised and monitored the daily activities of ten outside Sales Representatives to ensure all sales and company strategic goals were met and in compliance with company policy.
 Mentored, coached, trained and motivated the team in ongoing development
 Led the team to be successful in meeting or exceeding team goals
 Sought ways to improve work processes and increase skill levels or knowledge of the team.
 Self taught the advanced ways to utilize CRM and quickly became the subject matter expert.
 Helped build and develop a training manual for new sales representatives for the SouthWest Region, which is being reviewed now for enterprise wide potential use.
 Gave presentations to builders, construction managers and superintendents to review the on-line service installation request process, meter placement guidelines and to solicit ways to improve communications.
 Commercial Sales Representative
 04/2006

to
 11/2012
 Company Name
 City
 ,
 State
 Executed strategies to ensure natural gas growth with both new and existing commercial customers in the Charlotte market.
 Networked with business leaders, architects, engineers, contractors and owners to promote the company's products and services.

Recognized for the ability to develop and maintain quality customer and business relationships.
Consistently met or exceeded set territory goals.
Became LEED certified in 2009; one of three employees at the time with the certification.
Was named Commercial Sales Person of the Year in 2008.
Residential Energy Specialist
03/2006
to
04/2006
Company Name
City
,
State
Systematically and strategically worked in an assigned territory to ensure the use of natural gas in residential homes and developments
Quickly promoted to the Commercial market within the Company.Industrial Power Representative
07/1986
to
03/1993
Company Name

City
,
State
Responsible for one half of Mecklenburg County Industrial customers to promote the products and services of the Company.
Identified new opportunities for off-peak shaving, such as Standby Generation, Interruptible Power and time-of-day rates.
Consistently met or exceed assigned goals.
First female, non-engineer to hold this position
Commercial Power Representative
08/1984
to
07/1986
Company Name
City
,
State
One of three reps covering Mecklenburg County's small to large commercial customers promoting energy management and peak shaving opportunities.
Developed training material and trained employees of the newly formed group in the Call Center to handle commercial customers exclusively.
Residential Rep
01/1983
to
01/1984
Company Name
City
,
State
Promoted energy management in the Charlotte area

Selected to attend a prestigious Commercial 6 week training course
Active member of the Charlotte Home Builders Association
Regional Training Coordinator and Residential Representative
06/1980
to
03/1983
Company Name
City
,
State
Regional Training Coordinator
06/1980
to
01/1983
Company Name
City
,
State
Facilitated three day workshops for all new hires
Identified, developing and facilitated training for the Sales and Business Area Representatives
Education and Training
Bachelor of Arts
:
Psychology
East Carolina University
City
,

State

,

USA

Psychology

Computer Skills

S2K (CIS billing), Accounts Payable (CAPS), Microsoft Dynamics CRM, GSA Lite, Microsoft

Office Suite, Acrobat Pro, Sales Solution Selling

Activities and Honors

Charlotte Homes Builders Association, past Board Member

Commercial Sales Person of the Year 2008 (Piedmont Natural Gas)

LEED certified 2009