

Adam G. Thompson

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EXPERIENCE

DEFINITIVE HEALTHCARE

Product Support Analyst

Framingham, MA
January 2020 – Present

- Collaborate across teams as a Product liaison to support clients and prospects by providing solutions to time consuming data issues and insight on unique product use cases
- Delegate all incoming Product inquiries to the appropriate member of Product team based on difficulty and priority. Conduct monthly trend analysis of Support inquiries for Product management to align initiatives
- Diagnose and resolve product errors while working closely with Customer Experience, Support, and Product Management teams
- Bridge the technical gap between Product and Customer Experience teams to promote the best possible results for clients

Product Support Specialist

April 2019 – January 2020

- Consulted with client facing teams to provide clear explanations regarding product content and specific data questions. Resolved various client inquiries within the database
- Triaged product issues to the appropriate party in order to effectively solve and document problems in a timely manner
- Reviewed and improved promotional material for sales teams before distribution to prospects including facility, executive, affiliation, and news data

Inside Sales Representative

June 2018 – April 2019

- Utilized consultative selling skills to identify opportunities, overcome objections, build relationships, and turn cold canvassing into SaaS sales
- Conducted over 250 weekly outbound calls and emails to initiate sales cycle and collaborated with senior sales executives to ensure close
- Qualified thousands of leads and generated unique value propositions based on potential clients' businesses

THE WALL GROUP OF WELLS FARGO ADVISORS

Wealth Management Intern

East Providence, RI
July 2017 – August 2017

- Developed analysis reports for each sector of the S&P 500 utilizing financial software and various news sources to update financial advisors on investment opportunities
- Conducted outbound calls to mutual fund sales desks to procure new financial information
- Assisted financial advisors with inbound call management and performed administrative compliance tasks for office organizational purposes using technical software

DEPUY SYNTHES COMPANIES OF JOHNSON & JOHNSON

Field Inventory Intern

Raynham, MA
June 2016 – August 2016

- Trained 100+ salesmen in New York, New Jersey, and Virginia on new logistics system for delivery and use of medical devices
- Compiled and distributed PowerPoint training documents and arranged in-person, telephone, and Cisco WebEx meetings for salesmen in training
- Conducted data analysis of salesforce performance and presented observations to the project manager and business analysts

EDUCATION

BOSTON COLLEGE

Bachelor of Science in Management, Carroll School of Management

Chestnut Hill, MA
May 2018

Concentrations in Finance and Marketing

GPA: 3.2

SKILLS

Technical: SQL, Asana, Salesforce, Excel, Word, PowerPoint, Outlook