

BERNINA GRAY

bernina.gray@icloud.com | 505.639.8688 | Albuquerque, NM 87116
www.linkedin.com/in/bernina-gray-066-071

Fullstack Web Developer

Curious individual with superb critical thinking, resourcefulness and communication skills. Highly versatile, creative and able to learn and adapt to new technology for business use.

Core competencies include:

HTML5 | CSS | PHP | Javascript | JQuery
Complex Problem Solving | Data Entry | WordPress | MS Office Suite
Business Relationship Strategy

Professional Experience

Alliance Data • Rio Rancho, NM (November 2017 – August 2018)

New Accounts Associate

Manage inbound calls from branded clients' store associates to process applications for private label credit cards, process credit line increases and authorize instore transactions in compliance with bank and privacy regulations while maintaining superb client and customer experience.

- Maintained 95% or greater call quality in compliance with banking regulations

PCM (PCMail) • Rio Rancho, NM (October 2016 – May 2017)

Account Executive - Inside Sales (B2B)

Make outbound sales calls to build consultative relationships with key business managers, procurement and IT executives to efficiently and effectively triage small business technology needs. Obtain certifications and training with channel partners to maintain current knowledge of latest software and hardware upgrades as well as cyber threats.

- VMWare Sales Professional Accreditation
- Apple Business Products sales training and certifications with Zunos app

Melloy Nissan • Albuquerque, NM (April 2016 – July 2016)

Independent Contractor – Sales Consultant & Mall Sales

Prospect for clients, acquire their information, and vehicle needs to submit into CRM. Locate potential vehicles of interest and follow up with clients in a timely manner. Schedule an appointment to demonstrate vehicle effectively, including road test drives.

- Utilized tablets to customize and explore vehicle accessories (MDM)

Haloriver Management • Rio Rancho, NM (June 2015 – August 2015)

Operations Specialist

Communicate with outsourced call center and fulfillment center to ensure timely product delivery and satisfactory customer support. Responsible for making outbound calls on escalated correspondence, including Better Business Bureau complaints to resolve complaints. Filed necessary paperwork online for new business registration licensure. Offered Merchant Account Processing and Accounting Department assistance as needed.

Alpha Connect • Phoenix, AZ (April 2015 – May 2015)

Customer Service Representative, Receptionist & Email Support

Provide customer care and account maintenance on inbound calls with Five9 phone system.

Navigate internet and client portals to find current information on client products and retention.

Promoted to receptionist and email support.

Native Entertainment LLC • Albuquerque, NM (November 2013 – January 2015)

Advertising & Sales Representative, Features Editor & On-Screen Talent Intern

Responsible for seeking interviewees and topics to generate publications. Follow up with clients to evaluate the success of advertising campaigns. Schedule meetings and appointments with clientele. Distribute media kits to potential customers in person and via electronic media

- Taught myself to use WordPress to generate articles and blogs

Education

Brown Mackie College, Albuquerque, NM

Associate of Applied Science in Business Management (2012)