

Education

UI Design

The Iron Yard, Austin

Summer 2015

Studied the foundation of user interface design including discovery and ideation, cohesive design languages, Photoshop, Illustrator and interface development using HTML, CSS, Sass, and introductory JavaScript

Bachelors, Business Administration

University of Texas Austin

August 2006 - May 2009

Major: Management

Major GPA: 4.0 / Overall GPA: 3.84

University Honors 4 Semesters

Experience

Inside Sales Manager (ISM)

SHI, Austin

January 2014 - May 2015

Led a team of 15 sales professionals, exceeding company goals through a core focus on fostering exceptional and meaningful client experiences

Motivated, developed, and coached new and tenured account managers with a flexible style catered towards each team members' needs

Created adaptable strategies for the team to solve common and unique client challenges

Achieved highest Inside Sales Manager percent to attainment for the Corp Field Division in 2014 as a first year manager

Account Manager / Team Lead

SHI, Austin

April 2012 - December 2013

Provided IT solutions to clients for specific needs while delivering a consistent, reliable, and delightful level of service

Partnered with Account Executives to offer the most effective team-based client experience

Exceeded sales goals each quarter by focusing on particular client needs when creating product solutions

Assisted management through coaching and mentoring, influencing accountability of team members with company sales initiatives, and nurturing a positive environment as Team Lead for the Canadian sales team

Project Manager

Westlake Plastic Surgery, Austin

September 2009 - December 2013

Interpreted business challenges, designed solutions, and implemented new procedures and processes to increase efficiency of fellow staff and the overall flow of business in the office

Managed and prioritized multiple projects simultaneously, such as website redesign and maintenance, social media presence, marketing, advertising, patient research and data tracking

Skills

HTML, CSS, Sass, Introductory Javascript, Github, Photoshop, Illustrator, and Responsive Web Design

Awards

Top ISM for the Quarter, SHI, Q1 2014

Team Player for the Quarter, SHI, Q2 2013

East Team Player for the Quarter, SHI, Q1 2013