My objective is to use my career experience in management, sales, and business development in diverse and challenging professional work environment while using my communications and customer service skills to their full potential in an IT consulting, developer, and management role. I possess a strong work-ethic, self-discipline, and the ability to thrive in a fast-paced environment.

**Skills**

* Strong, well-rounded business acumen
* Proven track record of sales success
* Adept at handling complex customer relations issues in a high-pressure environment
* Train, coach and mentor employees to maximize selling and customer service proficiency
* Perform corporate analysis & evaluation on per unit profit and loss margins
* Strong communicator and public speaker
* Proficient in speaking and writing Spanish

**Experience Profile**

**SHI International Corp. Austin, Texas**

**Cybersecurity Specialist July 2020-Present**

* Work directly with decision makers to streamline the implementation and renewal of security projects
* Work directly with cybersecurity partners and sales reps to provide accurate products and pricing per business case
* Focus on endpoint protection, firewall systems, email security, and SEIM solutions

**Sales Alignment Executive March 2020-July 2020**

* Work directly with decision-makers to match project outcomes with their business objectives.
* Focus on the alignment of IT experts, consultants, partners, and sales executives to help corporations streamline their IT goals and strategies.
* Provide cutting-edge IT solutions to the SMB market as they select, deploy, and manage their technology.

**Inside Account Executive September 2019-March 2020**

* Team approach in providing solutions to industry leaders allowing them to make informed decisions and maximize IT spend, manage assets, and provide innovative solutions to business challenges.
* Service agnostic approach to customer needs to add value in core IT areas: End user workspace, Unified communications and collaboration, cloud, security, data center, networking, Microsoft, Cisco
* Marketing and prospecting to customer accounts with tech industry expertise, certified in Amazon Web Services, Jabra, Cisco Meraki, Microsoft and continuously training with industry experts

**Enterprise Holdings, LLC. Washington D.C.**

**Assistant Branch Manager March 2018-Present**

* Completed business and management development program, promoted to Management Assistant then Assistant Branch Manager while operating largest regional insurance replacement division
* Ranked highest customer service score internationally while averaging 25% growth from PYTD. Managed stores operating up to 4 million in revenue. Received multiple top seller awards for outstanding sales and operations. Fleet and asset management for multiple vendors and businesses while developing team sales strategies to maximize profits.
* Marketing to inside and outside sales accounts and multiple high-end auto vendors, manage account receivables, including negotiating payment plans, collecting difficult accounts receivables, preparing write-offs for uncontrollable accounts, and managing accounts for referral to collections

**IMPU (Instituto Metropolitano de Planificación Urbana) Quito, Ecuador**

**Office of Urban Development May 2017-Aug 2017**

* Fast paced, professional government environment which required fluency in both English and Spanish languages
* Developed plans and strategies to create a more resilient city in the light of poverty, natural disasters, political instability, etc.
* Created proposals to government officials to gain funding and permission to execute government tasks for internal and international development

**Le Diplomate Washington D.C.**

**Service Staff Apr 2016-May 2017**

* Ability to demonstrate and communicate a wide selection of complex items to top level guests, down to single ingredients
* Effectively and accurately facilitate communication in a high-pressure environment
* Marketing and development for current and potential clients

**Education**

**George Mason University**

**Bachelor of Arts, International Relations and Global Affairs December 2017**

* Concentration in government, business, and legal studies

**Universidad de San Francisco de** **Quito (Language School) August 2017**

* Language study and work-study in Quito in efforts to establish a more balanced economy through access to education and career opportunities through public transportation initatives and sustainable economic systems

**University of Texas at Austin Expected Graduation Date: February 2021**

* Full-stack software engineering certification program

**REFERNCES**

Available upon request