**Sales Account Manager  
Network 2000, LLC  
2018 to present**

Achievements

Hosted a three-day product demonstration event that had an 890% ROI.

Acquired new service contract with an education client that would bring in $12k annually.

Responsibilities

Maintained relationships with state, local and education clientele consisting of 100+ accounts.

Assisted in maintaining relationships with small, medium and large commercial accounts, which consisted of 20+ accounts.

Increased customer base through compiling an acquisition account list, cold-calling and emailing.

Participated in technical training from Google, Cisco, HP Inc. and other technology partners. Used knowledge to educate customers and provide quality presentations.

Presented technology products to large groups. Created all presentation material such as, presentations, demonstration equipment and informational hand-outs.

Responded to contract bids for state, local, education and commercial accounts.

Secured and executed annual contracts with existing customers.

Visited new and existing accounts, to establish and maintain customer relationships.

Technical Skills

Microsoft Office  
Adobe Acrobat  
HubSpot CRM  
Prezi Presentation Application  
  
Soft Skills

Public Speaking  
Communication  
Customer Service  
Organization  
Technical Knowledge

**Inside Sales Representative  
Network 2000, LLC  
2016 to 2018**

Achievements

Assisted in breaking the record for yearly sales quota, closed the fiscal year at $1.2k gross sales.

Was promoted to Sales Account Manager in less than 2 years, based off performance.

Responsibilities

Updated documentation used to provide customers quotes. Created an auto-fill document that would make processes more efficient.

Acquired meetings with existing and acquisition accounts through cold-calling and emailing.

Increased customer base through compiling an acquisition account list, cold-calling and emailing.

Prepared all materials needed for meetings including: presentations, technical documentations and hand-outs, and demonstration equipment.

Managed customer-base and leads using HubSpot CRM.

Investigated and resolved customer questions and complaints to ensure quality and enhanced customer satisfaction.

Prepared weekly reports for closed sales and new business opportunities.

Utilized internal and external resources to educate self on state regulations, industry trends and product and service knowledge.

Technical Skills

Microsoft Office  
Adobe Acrobat  
HubSpot CRM  
Prezi Presentation Application  
  
Soft Skills

Public Speaking  
Communication  
Customer Service  
Organization  
Technical Knowledge

**Retail Sales Associate  
MAC Cosmetics  
2013 to 2016**

Achievements

During the first year of employment, was the highest grossing in sales which contributed towards meeting the stores sales quota for the first time in 4 years.

Promoted to product specialist, where extensive product training was received. Leading to training peers, and planning and executing sales strategies to increase productivity.

Responsibilities

Interacted with potential customers daily, providing hands on product demonstration, and personalized product recommendations.

Produced quality customer service by building customer relationships, handling customer complaints and providing quality solutions.

Drove sales by upselling through product recommendation based on current product use and daily lifestyle.

Attended seasonal product training to learn about upcoming products, and new methods for increasing sales and enriching customer interaction.

Assisted in marketing efforts and building customer rapport by inviting and hosting special store events.

Performed daily department tasks including stocking and ordering inventory, setting up merchandise, processing transactions and executing daily sales reports/documentation.

Collaborated with managers and team members to achieve company goals.

Technical Skills

Cashier  
Makeup Application  
  
Soft Skills

Communication  
Customer Service  
Organization  
Product Knowledge

**Web Administrator  
Network 2000, LLC  
2016 to present**

Achievements

Generated employment inquiries through integrating an application process on company's site.

Allowed for better management of website by integrating an easy to edit code, Semantic UI Framework.

Responsibilities

Edited and published monthly upcoming events and latest products to increase customer interaction and revenue.

Managed all aspects of website, including publishing new content, and updating and managing information listed on site.

Collaborated with management to create a website that aligned with overall aesthetic and vision of the company.

Consistently studied new methods for coding, along with methods of advertising and establishing a strong online presence.

Technical Skills

Adobe Creative Suite  
FileZilla  
GitHub  
Semantic UI Framework  
HTML  
CSS  
JavaScript  
Command Prompt  
  
Soft Skills

Organization  
Creativity  
Innovation  
Technical Knowledge

**Freelance Web Developer  
Beauty Lounge Kailua  
2019**

Achievements

Secured a client through networking.

Collaborated with client to create a site that she envisioned.

Responsibilities

Collected client information using a Google Form.

Provided a mockup of the overall site, then revised plans using clients critique.

Enabled customer to book appointments through Square Space embed calendar.

Created a filter option for customers to browse through images of services.

Technical Skills

Adobe Creative Suite  
FileZilla  
GitHub  
Semantic UI Framework  
HTML  
CSS  
JavaScript  
Command Prompt  
  
Soft Skills

Customer Service  
Follow Up  
Organization  
Creativity  
Innovation  
Technical Knowledge

**Social Media Coordinator  
Network 2000, LLC  
2016 to present**

Achievements

Generated more Facebook followers during an event. Customers were asked to like our page to enter a giveaway for an event.

Expanded company's online presence, by adding a Twitter and Google business account.

Responsibilities

Collected client information using a Google Form.

Provided a mockup of the overall site, then revised plans using clients critique.

Enabled customer to book appointments through Square Space embed calendar.

Created a filter option for customers to browse through images of services.

Technical Skills

Adobe Creative Suite  
Facebook  
Twitter  
Google+  
  
Soft Skills

Strategic Planning  
Community Management  
Creativity  
Digital Marketing Knowledge

**Digital Designer  
Network 2000, LLC  
2016 to present**

Achievements

Redesigned all company's marketing material, from presentations to business cards.

Created company newsletter that generated buzz, and overall increased company’s client base and sales.

Responsibilities

Created designs and layouts for tri-fold brochures, flyers, posters, newsletters, mailers, postcards, banners, signage, presentations and web graphics.

Managed company badges acquired photos and created/printed all new employee badges.

Collaborated directly with management to ensure all materials adhered to company's project goals and aesthetics.

Managed logistics and distribution of promotional materials, which include print and digital media material.

Technical Skills

Adobe Creative Suite  
Microsoft Office  
Facebook  
Twitter  
HTML  
CSS  
JavaScript  
  
  
Soft Skills

Communication  
Branding  
Creativity  
Digital Marketing Knowledge

**Event Coordinator  
Network 2000, LLC  
2016 to present**

Achievements

Planned and organized a three-day event that took place on three islands with an ROI of 890% of the event cost.

Generated new customers through planning and attending an annual tradeshow for educators.

Responsibilities

Secured all components for events including venue, food, attendees, marketing and booth materials.

Managed the setup and breakdown for all events, organized all items for event, designated delivery and pickups.

Appointed the point of contact for individuals attending events, provided instructions for travel and parking.

Created a feedback form, submitted to attendees and used information to better future events.

Technical Skills

Adobe Creative Suite  
Microsoft Office  
Google Suite  
Mail Merge  
Print Materials  
  
Soft Skills

Customer Service  
Follow Up  
Organization  
Creativity  
Innovation  
Public Speaking

**Project Management  
Network 2000, LLC  
2016 to present**

Achievements

Completed a project that consisted of the deployment of 1000 technology devices to six locations statewide.

Supported a statewide deployment of 2000+ devices for a branch of the state department, consisting of 30+ locations.

Responsibilities

Drafted up response to bids for services, communicating the project scope, schedule and budget.

Oversaw technicians, managing their schedules and timesheets for payroll.

Handled all customer related issues, providing resolutions in a timely manner.

Issued weekly project reports to management, including work completed and summary.

Technical Skills

Microsoft Office  
Google Suite  
  
Soft Skills

Customer Service  
Leadership  
Organization  
Prioritization  
Problem Solving  
Adaptability