

# GABRIEL JONES

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## *PROFESSIONAL SUMMARY*

**Accomplished Software Professional with a technical education in Software Engineering. Proven skills in Sales, Finance, Account Management and Customer Service. Seeking to bring my proven record to add value to any new position. Eager to learn more technologies. Recognized and awarded for being a top achiever and producer.**

## *KEY SKILLS*

Computer Programming  
Sales and Marketing  
Adaptable and Innovative

Team Leadership  
Complex Problem Solving  
Project Management

## *EXPERIENCE*

### **SYMANTEC CORPORATION**

Order to Cash Process Operations Specialist | Springfield, OR | July 2013 - July 2015

- Managed daily tasks for all of Symantec's .cloud programs
- Evaluated order activity and prioritize workloads based on revenue needs, customer sensitivity, and time requirements
- Trained and supervised our team in India on a daily basis
- Worked with internal departments and external partners or customers to resolve issues regarding orders and contracts
- Developed order process improvements that saved 10 hours a week in production
- Reviewed hundreds of purchase orders/contracts on a weekly basis to ensure all legal requirements are met
- Managed accurate records of business activities in Salesforce and other applications
- Worked overtime as needed to maintain service level agreements and wrote weekly/monthly/quarterly reports
- Expert on Oracle Applications and other commonly used software applications

### **SABER TRANSPORTATION**

Sales Account Manager | Salem, OR | January 2011 - September 2012

- Worked with President and CEO of company to strategize ideas for business
- Developed effective business relationships with hundreds of companies to grow sales by 250%
- Reviewed activities in sales, service, and shipping operations to find areas for more opportunities
- Negotiated profitable margins on all services for the company
- Researched various industries and trends to target account selling
- Resolved customer issues regarding sales or service

*INVESTOR AND STOCK TRADER* December 2008 - December 2010

### **SYMANTEC CORPORATION**

Large Enterprise Inside Sales / Pacific Northwest | Redmond, WA | March 2007 - December 2008

- Managed and supported the top 30 Large Enterprise accounts in WA, OR, ID while carrying a yearly 25 million dollar quota
- Worked on opportunities from beginning and helped drive them to close
- Assisted in preparing and responding to RFP and RFQs
- Supported the highest grossing team in the Americas for over a year straight
- Maintained accurate business activities in Salesforce and other databases
- Worked with Channel Partners, Sales Engineers, and Management to optimize coverage and sales
- Provided training and orientation to all new Sales Reps
- Resource for knowledge on sales policies, quoting, licensing, and contracts

## **SYMANTEC CORPORATION**

Americas Order Operations Supervisor | Springfield, OR | October 2006 - March 2007

- Managed a team of 24 individuals in a high volume environment
- Analyzed workflow, established priorities, and deadlines for employees
- Acted as the escalations point of contact for all of Sales, Finance, and Revenue
- Reviewed high dollar contracts and orders on team to ensure compliance with current Symantec policies
- Involved in staffing decisions for the department of more than 100 employees
- Prepared and reviewed reports to maximize operational efficiency

## **SHERMAN BROS HEAVY TRUCKING**

Sales Account Manager | Harrisburg, OR | November 2004 - October 2006

- Achieved the top sales position by creating over 2 million dollars of revenue for the company
- Maintained an average sales margin of 20%
- Organized shipping schedules to consolidate loads, maximize vehicle usage, or limit the movement of empty trucks
- Developed and maintained relationships with hundreds of national accounts
- Managed multi-line phone system in a fast paced environment
- Resolved customer complaints regarding sales and service
- Entered order data accurately into company software and databases

## **SYMANTEC CORPORATION**

Compliance/Buying Programs Coordinator | Springfield, OR | September 2000 - November 2004

- Internal auditor for North Americas Order Operations
- Worked with external auditors to develop and revise legal documentation for all departments in Finance
- Experienced with Sarbanes-Oxley rules and regulations
- Provided company wide training on compliance related topics, policies, and procedures
- Tested, Trained, and Implemented the New Purchasing Programs into Order Operations and Sales in the Americas
- Worked closely with Legal and Finance to develop contracts for partners and customers
- Created and Implemented Contracts Database & Website used by Sales, Legal, and Order Operations globally
- Participated in hiring decisions for the department for more than 100 employees
- Developed and maintained relationships with hundreds of sales reps to facilitate order processing and problem resolution
- Subject matter expert (SME) for all of Symantec's buying programs and Contracts

## ***EDUCATION***

**THE TECH ACADEMY** Portland, OR - Graduated / September 2016

Studied Computer Science, Web Application development, Object Oriented programming, Relational database design, and Source Control. Learned how to program using HTML5/CSS3, JavaScript (jQuery, backbone, knockout, bootstrap), Visual Studio, C#, ASP.NET, Python, WordPress, and SQL

Successfully contributed software engineering experience in the development of several web sites through the software lifecycle, from requirements definition through successful deployment. Experienced in the Agile/Scrum development principles

\* Looking to obtain an MTA and PMP certification soon

## ***TECHNICAL TOOLS***

Git/Github, Notepad ++, Visual Studio, .NET, SQL Server, Python IDLE, Oracle Applications, SAP, Business Objects, Salesforce.com, Firepond, Siebel, Rightnow, PC Anywhere, IBM as400, PCS Live, Microsoft Office Suite (PowerPoint, Outlook, Excel, Visio)