

Hanna R. Munoz

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84 6th Street, Dover, NH 03820

Motivated, hardworking and organized professional aiming to use my extensive experience in account management, customer service, and international knowledge in a fast paced business environment

Professional Experience

Sprague Operating Resources, LLC

October 2019-Present

Contracts Associate

- Manage and maintain a high volume of business contracts through SolArc, Right Angle, TIES and other data management systems
- Complete contract data management requirements such as checking accuracy and record keeping
- Proofread and edit incorrect contracts while utilizing Adobe PDF and Microsoft tools
- Maintain relationships with outside vendors to execute completed contracts
- Prepare, distribute and file deal confirmations for wholesale trades
- Collaborate with other teams through SmartSheets to ensure timely completion of trade documents

Stonewall Kitchen, York, ME

September 2018-October 2019

International Sales Coordinator

- Coordinate orders from distributors and direct customers through order entry, payment, fulfillment and shipping all while adhering to strict deadlines
- Generate detailed documentation such as SLI, dock consolidation, and container loads for exportation
- Develop and optimize relationships with customers to exceed yearly sales goals of \$6.5 million
- Conduct sales analysis of territories to identify and source sales and marketing opportunities
- Produce and maintain international trade show and marketing budgets
- Collaborate with team members weekly to introduce improvements on CRM and sales systems
- Organize and facilitate employee events and activities as a member of the SWK FRESK team

Inside Sales Representative

June 2017- September 2018

- Provided excellent customer service to wholesale accounts through email and phone
- Successfully managed a large volume of wholesale accounts from sales, order entry to ledgers
- Coordinated orders, sales and provided customer information to Stonewall Brokers in the field
- Responsible for telemarketing and upselling products to ensure reaching of yearly sales goals of \$6.2 million

Training and Leadership Experience

Fun Force Team Member at Sprague Operating Resources

October 2019 - Present

FRESK (Fun, Recreational Events at Stonewall Kitchen) Team Member at Stonewall Kitchen

September 2018 - October 2019

Nordstrom Management Internship

June 1, 2016 - August 17, 2016

Education

University of New Hampshire

November 30, 2020 - June 02, 2021

Coding Boot Camp

Xavier University, Williams College of Business

May 2017, Cincinnati, OH

Bachelor of Science in Business Administration

Major: International Business Minor: Spanish

Study Abroad, Universitat Ramon Llull, IQS Barcelona, Spain Spring Semester 2016