

# Montico Miller

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## PROFESSIONAL OVERVIEW

Analytical individual; known for troubleshooting and resolving technical issues via utilization of latest tools/technologies. Proven ability to provide insights on client-to-business interactions, manage complaints/requests, and implement successful programs. Technically equipped with advocating new ideas and programming languages such as Python, SQL, and R. Passionate about delivering fast and personalized communication to users via quick and accurate coordination of email and phone correspondence. Track record of utilizing MS Office Suite and CRM tools to research qualified/potential clients in financial services sector. Demonstrated history of strengthening relationships with internal/external teams, vendors, customers, employees, and management teams with top-notch customer demeanor.

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## WORK EXPERIENCE

### Account Executive

Remote

Intuit

2023 - Present

- Act as a dependable consultant for a diverse client base of over 100, providing proficient guidance and assistance.
- Possess advanced skills in the successful implementation of Customer Relationship Management (CRM) software, such as Salesforce and Chili Piper, to effectively identify potential prospects.
- Demonstrated impressive capability in establishing and managing 70+ client relationships within the first month of employment.
- Fostered connections with over 100 clients to comprehend their specific requirements, resulting in a noteworthy monthly revenue of \$100K.
- Diligently prepare for an average of 50 clients per week, leading to a consistent closing rate that surpasses quota by 5%.
- Ensure the upkeep of precise sales pipeline, activity reports, and forecasts through the utilization of Salesforce.
- Offer valuable customer support to business owners seeking assistance with software upgrades and installations.

### Account Specialist

Remote

Multiple Contracts

2021 - 2023

Identify and resolve complex issues in a timely and delightful manner by serving as point of contact. Implement Customer Relationship Management (CRM) tools, including Salesforce to prospect for potential customers. Built and maintained long-term professional relationships with 80+ clients, while maintaining current accounts on regular basis. Shared and communicated professional knowledge/experiences with 10 sales consultants to enhance professional expertise for optimum performance enhancement. Delivered more than 20 presentations and demos on weekly basis related to financial investments and insurance. Guided key stakeholders and provided essential information for continuous process improvement. Examined and fulfilled clients' needs to focus on business exceptional value proposition.

### Veterinary Assistant/Receptionist/Manager

Clinton, NC / Burgaw, NC

Burgaw Veterinary Hospital/Tram Road Animal Hospital

2018 - 2022

Maintained and updated client/patient confidential information by performing multiple data manipulation via SQL. Managed various customer service and clerical functions, comprising greeting clients at front desk, answering phone calls, following up on patients, and responding to client inquiries in timely manner. Utilized MS Excel to execute advanced monthly spreadsheets by displaying income and expenses. Effectively organized/set competing priorities and communicated with multiple parties by assisting four

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veterinarians in fast-paced environment.

Additional experience as Cashier at Food Lion in Mount Olive, NC, utilizing cash handling techniques and accurate data entry abilities to assist customers with purchases.

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## EDUCATION

**University of North Carolina at Pembroke**

Bachelors

2014 - 2016

Biology/Sociology

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## SKILLS

**Professional**      CSS | JavaScript | SCSS | TypeScript | Communication skills | Debugging

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## CERTIFICATIONS

**Google Data Analytics**

**Pharmacy Technician**

**CPR Certification**