

# KARLA POLANCO

## SKILLS

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- Bilingual (English/Spanish)
- Oracle, SAP, Business Objects, SalesForce, CRM360
- Proficient in Microsoft Suite
  - Advanced Excel

## EDUCATION

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- 2004 - 2009 **California State University, Long Beach**  
*Bachelor of Science in Business Administration (May 2009)*
- Degree in Management Information Systems with a concentration in Decisions Technology
  - Degree in Finance with a concentration in Financial Management

## EXPERIENCE

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- 2015 - Present **Konica Minolta Business Solutions USA** Anaheim, CA  
*Business Development Analyst (BDA)*  
*CRM Regional Analyst*
- Create and implement Tool to better align sales territories in order to gain max possible coverage
  - Analyze sales territories and identify quotas; Sales Planning
  - Develop and update monthly CRM Reporting (Lease End, Pipeline, Forecast, etc.) for Market Vice-Presidents and Region President
  - Recommend new reporting ideas to Region President to assist in new business development
  - Audit and process Sales Representative's commissions prior to payment
- 2009 - 2015 **Ricoh USA, Inc.** Tustin, CA  
*Account Executive*  
*Financial Analyst*
- Analyzed and solved ongoing billing issues for top 50 customers
  - Audited and processed Sales Representative's commissions prior to payment
  - Maintained lines of communication with Sales Representatives, Sales Managers, Marketplace Managers, and the District Finance Officer
  - Assisted in the forecasting of the upcoming year's budget
  - Constructed and then managed the Utilization Database for large clients; creating customer satisfaction as well as detecting a possible competitive advantage for the Sales team
- 2009 - 2009 **The Law Offices of Jesse Zirillo** Cerritos, CA  
*Office Manager & Accountant*
- Created and managed accounting processes in QuickBooks
  - Set-up Access Database for employees, customers, and vendor accounts
  - Manufactured and implemented revenue, gross profit, and quarterly budget spreadsheets
- 2007 - 2009 **DermaMedix Consulting** Long Beach, CA  
*Accountant & Office Assistant*
- Digitized financial structure
  - Prepared quarterly Financial Statements
  - Created and maintained sales inventory database
- 2006 - 2009 **EzSalez, Inc.** Long Beach, CA  
*Accountant & Office Assistant*
- Digitized financial structure
  - Created Access Database with customer information for mailers and promotions
  - Ad-Hoc Excel reporting to suit business evolvement