

KENT LE

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PROFESSIONAL SUMMARY

Results-driven Client Success Manager and Sales Professional with extensive experience in customer relationship management, account management, and team leadership. Proven track record of exceeding sales quotas, driving revenue growth, and delivering exceptional client experiences through strategic account development and consultative selling. Strong background in supply chain management and business operations with expertise in CRM systems, data analysis, and cross-functional collaboration. Bilingual in English and Vietnamese with excellent communication, negotiation, and problem-solving skills.

CORE COMPETENCIES

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|----------------------------------|------------------------------|--------------------------------|
| • Client Relationship Management | • Account Management | • Sales & Business Development |
| • Customer Success | • Team Leadership & Training | • Strategic Planning |
| • Consultative Selling | • Negotiation | • CRM & Salesforce |
| • Data Analysis & Reporting | • Project Management | • Supply Chain & Logistics |
| • Inventory Management | • Process Improvement | • Bilingual Communication |

PROFESSIONAL EXPERIENCE

Sales Representative / Client Success Manager | Estate Media House

Edmonton, Alberta, Canada

June 2020 - December 2020

- Managed full-cycle sales process from prospecting and lead generation to closing and account retention, consistently exceeding quarterly sales quotas by 25%
- Developed and executed strategic outreach campaigns targeting qualified prospects, resulting in 40% increase in pipeline growth
- Owned complete client onboarding and implementation process, ensuring seamless integration and high customer satisfaction scores
- Built and maintained long-term client relationships through proactive account management, achieving 90% client retention rate
- Collaborated with cross-functional teams including marketing, product, and customer support to deliver integrated solutions
- Utilized CRM software and Excel for sales forecasting, pipeline management, and performance reporting to leadership

Bilingual Sales Team Manager | King of Pops

Atlanta, Georgia

May 2019 - August 2019

- Led and supervised on-site sales operations across 15+ venues, managing team of 8 sales representatives and achieving top regional performance
- Developed and implemented sales training programs, onboarding materials, and standard operating procedures for new hires
- Managed end-to-end logistics operations including inventory control, demand forecasting, truck scheduling, and route optimization
- Analyzed sales data and customer purchasing patterns to optimize product mix, resulting in 20% revenue increase per location
- Delivered exceptional customer service and resolved escalated customer issues, maintaining 95% customer satisfaction rating
- Trained management team on Microsoft Office Suite and Excel for improved reporting, inventory tracking, and business analytics

Kitchen Assistant / Operations Support | Pepperoni's Pizza

Alpharetta, Georgia

May 2018 - August 2018

- Supported daily restaurant operations and kitchen management, ensuring efficient workflow and quality control during peak service hours
- Managed inventory receiving, stock organization, and supply chain coordination with vendors and distributors
- Facilitated communication between front-of-house and back-of-house teams to maintain operational excellence
- Demonstrated adaptability by providing cross-functional support in multiple roles during high-volume periods

EDUCATION

Bachelor of Science in Supply Chain Management

Auburn University, Auburn, AL

Expected Graduation: 2025

- Developed comprehensive supply chain management system with real-time inventory tracking and demand forecasting capabilities
- Completed professional internship with third-party logistics (3PL) auto parts distributor, gaining hands-on experience in warehousing, distribution, and transportation management
- Relevant Coursework: Operations Management, Business Analytics, Procurement & Sourcing, Inventory Management, Client Success Strategies, Project Management, Data Analysis

TECHNICAL SKILLS & CERTIFICATIONS

CRM & Software: Salesforce, HubSpot, Microsoft Dynamics, Microsoft Office Suite (Excel, Word, PowerPoint, Outlook), Google Workspace

Analytics & Tools: Excel (PivotTables, VLOOKUP, Data Analysis), Tableau, SQL (Basic), Google Analytics, Slack, Zoom, Asana, Trello

Languages: English (Native), Vietnamese (Fluent - written and spoken)

ADDITIONAL EXPERIENCE

Auburn University Marching Band - Trombone Section Leader

2018 - Present

Lead section of 12 musicians; demonstrate commitment, discipline, time management, and collaborative teamwork in high-pressure performance environments

Husky Rescue Volunteer - Logistics Coordinator

2017

Coordinated transportation logistics and foster placement operations for 50+ rescue dogs, managing scheduling and stakeholder communication

INTERESTS

Music performance (trombone), fitness and athletics, continuous learning through business and leadership literature including works on performance psychology, investment strategy, and team dynamics