

# Christina Lozano

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## Account Executive & Business Development

Personable & reliable Account Executive with 5+ years' experience building trusted relationships with high-touch accounts. Proven track record of fostering client relations to maximize production volume & sales dollars. Successful in supporting CxO Executives, Directors & Managers to create internal SOPs & processes to streamline efficiency.

- Client Relations
- Effective Communication
- Problem Solving
- Analytical Thinking
- Decision Making
- Adaptable & Flexible
- Time Management
- Process Improvement
- Project Management

## EXPERIENCE

**Apogee Foods, LLC - Dallas, TX**

**Oct 2019 - Sep 2020**

**Business Development Manager**

Focused on maintaining established client relationships by serving as the single point of contact for day-to-day communication, weekly project calls & quick resolution of any and all issues or client needs.

- Created various reports to expose internal inefficiencies & suggest process improvements which directly increased our order fulfillment rate average from 67% to 96%, achieving set SLAs
- Worked with internal Directors to create internal SOPs, increase communication between departments & streamline the order fulfillment process, resulting in a 90% reduction of overtime hours by warehouse workers
- Successfully developed & implemented an Ecommerce department, generating a new cost center for Apogee Foods
- Identified, implemented and provided companywide training for a remote-working software to quickly adapt to COVID-19 preventative measures

**Apogee Foods, LLC - Dallas, TX**

*Sales Operations Lead*

*Aug 2018 - Oct 2019*

*Sales Coordinator*

*Sep 2017- Aug 2018*

**Aperia Solutions – Dallas, TX**

**Feb 2017 – Sep 2017**

**Administrative Assistant**

Served on the Administration team supporting the CEO, CFO & COO as receptionist while searching for long-term employment.

- Answered all incoming calls for the company, maintaining highest confidentiality
- Warmly greet, check in & issue visitor badges for access throughout the secured floor

- Scheduled and maintained a shared calendar for 17 different conference rooms

## **Carollo Engineers, Inc. – Dallas, TX**

**Feb 2015 - Aug 2016**

### **Marketing Coordinator**

Built relationships with Technical Engineers, Sub consultants & various Municipalities to design & create Water Treatment Proposals & Submittals of Qualifications for water purification projects up to \$2.4M in fees across the US.

- Personally drove 8 hours round trip to deliver a VIP proposal to Austin Texas City Hall with 2 hours' notice, securing Carollo 9 of 15 future projects for The City of Austin
- Managed varying timelines, teams of technical engineers & project managers to ensure proposals were complete, edited & submitted on time
- Worked side by side with graphic designers to design & edit the final product to be printed and submitted for considerations
- Assisted in preparing our internal team of Engineers, PMs & sub consultants for Municipal Interviews once the proposals were selected for a project

## **Eagle Gun Range, Lewisville, TX**

**Apr 2014 - Feb 2015**

### **Range Safety Officer & Sales**

Part time position while attending school - Served as Range Safety Officer & first point of contact for patrons, while providing a way to relate & communicate to our female customer base, allowing them to feel comfortable & confident while on the firearm range.

- Supervised firearm bays to make sure safety rules are being followed
- Monitored 24 stall cameras to effectively communicate safety concerns to RSO & staff
- Assisted clearing general firearm jams & malfunctions as needed

## **AppleOne – Dallas, TX**

**May 2012 – Feb 2014**

### **Account Executive**

Utilized various resources to locate qualified professionals, target clients & effectively skill market top candidates, based upon clients' needs.

- Helped maximize the office budget by maintaining Hot Heroes, a program which focuses on hiring Veterans – Contributing \$2,500 to the branch's bottom line
- Created an internal paperwork flow to ensure verification processes were completed for ISO audits
- Used creative pricing to obtain a balanced price for both client's and AppleOne's margins

## **COMPUTER SKILLS**

- ERP Database; ProcessPro
- Microsoft Office (Outlook, Word, Excel, Project, PowerPoint, Teams, Planner, OneNote)
- SmartSheets
- Adobe PremierePro