**MARISELA GUTIERREZ** DALLAS, TX | 214-909-4468 | [mari.gutierrez96@yahoo.com](mailto:mari.gutierrez96@yahoo.com) | [linkedin.com/in/mariselagutierrez/](https://www.linkedin.com/in/mariselagutierrez/)

**SUMMARY**

Logistics sales and customer service professional, bringing intelligence, creativity, energy and personality to the process of understanding customer needs, educating customers, and offering solutions that exceed customer expectations resulting in long-term business relationships. Relatively new to the professional work force and ready to take the next step in my logistics career, leveraging my personal resilience and adaptability, ability to multi-task in a fast-paced environment, and commitment to continual learning and constant improvement. Approach to customer service is consultative, engaging customers through strong communication and influencing decisions by proactively and empathetically learning customer needs and effectively educating customers on solutions that fit their history, circumstance, and goals. Works collaboratively, thriving in a team culture where individual contribution always magnifies team success.

**EXPERTISE AND SKILLS**

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| --- | --- | --- |
| Team Leadership | Continual Learner | MS Word |
| Customer Service Orientation | Constant Improvement | MS Excel |
| Integrity | Problem Solver / Analytical Thinker | MS PowerPoint |
| Effective Communication | Bilingual (English / Spanish) | Adept at Learning Technology |
| Consultative Sales | Organized | Relationship Building |

**PROFESSIONAL EXPERIENCE**

**Logistics Sales Account Executive** Jul 2019 – Present

*Schneider Transportation Management* Dallas, TX

* Identifies potential new customers and proactively builds relationships that lead to long term business through calculated prospecting, planning, and cold calling.
* Establishes, grows, and maintains positive working relationships with customers from small to Fortune 100 businesses across North America.
* Negotiates contracts based on understanding client needs and providing solutions that meet or exceed them.
* Utilizes technology and real time market trends to calculate decisions that serve customer needs.
* Effectively learns and implements highly technical information related to industry, market, and technology.
* Constantly adapts to dynamic market changes, technology improvements, and shifting customer requirements.
* Succeeds within established operational, sales, and customer service models.

**EDUCATION**

**Bachelor of Business Administration, Marketing** Dec 2019

*The University of North Texas* Denton, TX

**PREVIOUS WORK HISTORY**

**Server** Jan 2019 – Jul 2019

*Del Frisco’s Grille* Southlake, TX

**Server**  Jan 2018 – Jan 2019

*Hooters of America* Lewisville, TX

**Sales Specialist**  Aug 2014 – Jan 2018

*Victoria’s Secret* Mesquite, TX