

MARLON QUINTERO LIEMANN

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RELEVANT CAREER HISTORY:

NAVEX Global

Nov.2016-Present

Customer Success Manager / Nov. 2018 - Present

Drive retention by ensuring proactive engagement with customers, solving for issues & ensuring that their concerns are being heard.

- Work with fortune 500 clients to serve a liaison between the customer and NAVEX while managing ongoing customer needs effectively to drive high customer retention and loyalty.
- Interact with other departments internally to ensure customers have what they need and understand how the products are used.
- Advocate customer needs and issues cross-departmentally and to senior leadership.
- Ensure technical problems reach resolution in a timely manner
- Plan strategically with customers around their needs and ensure that net retention grows organically through customer interactions.

Account Manager (Small, Mid, Large & EU market / Jun. 2017–Nov. 2018

Be a point of contact for all internal and external customers to ensure smooth transactions and ease of interactions with NAVEX as a company.

- Interact with all other departments (Technical Specialist, Legal, Implementation, Client Care & Leadership) to ensure that deals go smoothly and that all the information is readily available to customers.
- Provide support to account executives when Spanish language skills may be required.
- Ensure that customers are assisted in a timely manner and proactively handle requests to completion.
- Create and maintain relationships with Account Executives to ensure a cohesive partnership.

Bilingual Communication Specialist / Nov. 2016- June 2017

Communicate with concerned entities, regarding the ethics and compliance of over 12,500 clients on a global scale; including 95 of the fortune 100 companies.

- Document ethical concerns of a multitude of organizations globally to ensure compliance and accountability on all levels of the organization while using live translation services to communicate in over 200 languages.

Cornerstone Logistics Enterprises LLC

Nov.2020-Jan.2021

IT & Sales Coordinator / Jan. 2021- Present

Ensure effective management of company IT & Sales Resources.

- Digital Asset Management, including but not limited to:
 1. Website
 2. TMS
 3. CRM
 4. Marketing Automation
- Carry out onboarding of new employees & ensure access to the needed tools.
- Development of marketing campaigns

Logistic's Consultant / Nov. 2020- January 2021

Assist in development of the company in marketing, sales & human resources capacity.

- Assist as needed through the selling & marketing process by generating resources utilized in sales and marketing.
- Develop a website and ensure it is maintained and easy to access.

KapConsulting LLC, Charlotte, NC

Sept.2016-Nov.2016

Sales & Research Representative

Responsibilities include contacting potential clients, informing them of products and services provided by the company.

- Serve as a liaison between customers and sales completion departments to ensure fast and accurate results.
- Actively inform potential clients about the wide variety of advertising products available to raise awareness to their non-profit organization.
- Perform administrative support duties for the sales department, including obtaining all necessary client documentation to process the order.

Allstate Insurance Company- Charlotte, NC

Oct. 2014-Oct. 2016

Bilingual Sales Specialist

Serviced inbound calls and initiated outbound calls to customers. Sold Auto, Home, Renters, Boat, Motorcycle and Off-Road Vehicle policies to a diverse group of customers.

- Processed new business quotes and thoroughly explained all services available to each customer.
- Effectively communicated with each client by answering all questions while servicing existing policies.
- Consistently met and often exceeded monthly sales goals.
- Performed assistant manager duties- unlocked quotes, provided underwriting overrides, supported sales floor and coached new associates in order to improve their sales skills.
- Tracked metrics using advanced Excel functions (macros, formulas and v-lookup).
- Completed the Allstate Leader Development program.

EDUCATION:

Kaplan University

November 2016

- Bachelor of Science in Business Administration (HLC & ACBSP Accreditation)

SKILLS

- Coding With: HTML, CSS, JavaScript
- Languages: English & Spanish at Native Fluency
- Advanced Microsoft Office Suite user
- Detail oriented with the ability to analyze data to find trends using available software (i.e. Pendo, Excel)
- Use of Salesforce & Gainsight
- Advanced computer troubleshooting skills