

Gretchen O'Neill

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PROFESSIONAL SUMMARY

To obtain a position where my outside sales experience, which includes;communicating productively, diligently managing accounts, prospecting, closing sales, and follow-up servicing will result in increased sales for the company.

EMPLOYMENT HISTORY

Senior Business Development Manager

Jan 2017 - Present

E-Safe Technologies | Pittsburgh, PA

- Increased new business contracts for Managed IT Services, hardware, blocks of technical support hours, and IT projects ranging from \$150,000 to \$750,000 to hospitals, schools, and manufacturing companies in an assigned territory. Meeting monthly and quarterly quota requirements. Service contracts included IT Infrastructure quote for rebuild, installation, security, maintenance, support, refresh, and ongoing training. Contracts are limited to no less than 36 months with twenty-five percent of contracts at 60 months.
- Generated new client base, adding 25% more clients, by completing entire sales cycle. Knowledge of Products is crucial to this role, along with the ability to explain need to non-technical and technical end user and decision maker. These products include; cloud backup, onsite backup, remote access, firewall, anti-virus, scheduled updates, remote and on-site support, consistent platform, refresh cycles, Microsoft products, Apple products, and client proprietary products.
- Grew sales through prospecting, cold calls and networking. Partnered with associates in verticals markets to offer a wider array of products and services to new and existing clients. Present our offerings as a specialist in the technology to really meet the client's needs. This was done by actively listening to their needs and providing a valid solution. As a result, I could achieve 150% of quota.

Managed Services Specialist

Mar 2011 - Jul 2016

Perry Pro Tech | Fort Wayne, IN

- Negotiated contracts for services and non-tangible goods ranging from \$150,000 to \$750,000 to hospitals, schools, and manufacturing companies in an assigned territory. Meeting monthly and quarterly quota requirements. Service contracts included IT Infrastructure quote for rebuild, installation, security, maintenance, support, refresh, and ongoing training.
- Managed sales through prospecting, which involved cold calls and networking. Partnered with associates in vertical markets to offer a wider array of products and services to new and existing clients so that each client would have 2 or 3 of our products instead of just 1.

- Gained in-depth knowledge of products to convey client need to non-technical and technical end user and decision maker. This increased my close ratio by 55%. These products include; cloud backup, onsite backup, remote access, firewall, anti-virus, scheduled updates, remote and on-site support, consistent platform, refresh cycles, Microsoft products, Apple products, and client proprietary products.

Medical Business Consultant

Nov 2009 - Aug 2010

Ogilvy Action/American Express OPEN | New York, NY

- Presented the American Express OPEN product to Physicians at their office and starting an account for them, their partners, and office personnel accounts for 70% of my sales. The rest of my focus is business to business sales to CEO and business owner in the Pittsburgh market. Introducing intangible product from a financial perspective to accommodate client needs. Must meet quota monthly or immediate dismissal.
- Represent American Express at trade shows and events in a 100 sq. mile geographical area that includes Ohio, West Virginia and Pennsylvania. All planning, preparation, follow-up and administration work is done independently from my home office. My direct sales manager is out of Chicago, IL.
- Completed entire sales cycle from initial contact, investigation, solution presentation, application process, closing sale, submitting the paperwork and follow up to card or account activation. Accounts ranged from 1 client to 25 clients.
- Achieved being one of fifty representatives that cover the United States with this type of sale for American Express. My career is very successful with one of the highest number of Platinum Account openings on record for 2010.

Account Representative

Nov 2007 - Jul 2009

Canon Business Solutions | Pittsburgh, PA

- Commercial sales to local business in assigned territory. Developed own client base from cold call techniques and networking.
- Won many competitive situations by developing products to suit customer's needs due to great knowledge of constantly changing products and technologies
- Completed entire sales cycle from initial contact, investigation, solution presentation, financing, closing sale, delivery and training of office production technology (copiers).
- Involved as a team player with peers to increase sales under Canon marketing campaigns and promotions, increasing sales with current customers and gaining new business.

Manager of Education Technology

Sep 2004 - Jul 2007

J.R. Holcomb's & Co | Pittsburgh, PA

- Introduced our constantly changing technology solutions to schools. Developed contracts with schools in the North Hills of Pittsburgh and Pittsburgh Public Schools to provide teachers with educational technologies and supplies.

- Taught employees how to use our products to establish on going school accounts within the Pittsburgh market. Interacted with peers, senior executives and direct regional reports to achieve results.
- Managed a team of ten sales associates responsible for sales in the Pittsburgh market. Scheduled, hired, and prioritized in this fast paced environment. Coordinated inventory control, ordering, cash control and maintenance functions. Manage the computer network, email, and POS system.

Sales Applications Specialist, Medical Sales
IRIS Technologies, Inc | Greensburg, PA

Jul 2000 - Sep 2004

- Promoted and sold highly technical software and hardware, the Video Commander Graphical Routing System, in a large geographical sales territory that covers the east coast, for hospitals and schools of medicine. Supported existing accounts and made the customer feel comfortable that they made the right choice.
- Developed relationships for sales with hospitals such as The University of North Carolina - Chapel Hill School of Medicine. Delivered technical product presentations and product demos to doctors, nurses, and technicians so that they could understand our technology Developed successful marketing plan for sales with major institutions. Incorporated skills of SPIN selling to increase company's closure rate by twenty-five percent. Proposed system configurations and implemented system enhancements, such as Indiana University of Pennsylvania's SLP Video Observation Lab in the Department of Speech Therapy.
- Development and partnership with The University of Maryland Medical School for the first Shock-Trauma Distance Learning Program. Designed technical aspects of system, implementing tactical programs as they related to IRIS Technologies.

Senior Major Account Representative
Konica Business Technologies, Inc | Pittsburgh, PA

Nov 1998 - Jul 2000

- Marketed and sold printing solutions and graphic equipment including printers, copiers, projectors, terminals, software and other related peripherals.
- Integrated Konica products into client network systems and provided on-site training for accessing the graphic equipment. Negotiated the trade-in of outdated equipment towards upgrades.

EDUCATION

Bachelors, Biochemistry
Grove City College | Grove City, Pennsylvania

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