

SUMMARY

Dedicated and results-oriented Sales Administration Professional with over 4 years of experience in liaising between end users, channel partners, sales teams, and distributors. Adept at building and nurturing relationships, facilitating seamless communication, and ensuring accurate transaction processing. Proficient in CRM software, Oracle, and Microsoft Office tools, with a technical mindset and a strong commitment to achieving organizational goals.

WORK EXPERIENCE

Sales Administrator / Monex USA, Irvine, CA**Jun 2022-Current**

- Collaborated with internal and external stakeholders as a liaison, ensuring effective communication and relationship building between end users, channel partners, inside/outside sales teams, and distribution personnel.
- Utilized email and phone communication to engage with customers and partners, providing timely and accurate information to facilitate the quoting and purchase order process.
- Supported all customer service functions, addressing inquiries, processing orders, and providing exceptional service to meet customer needs.
- Created quotes for assigned sales groups, leveraging strong knowledge of sales performance metrics and KPIs to align with sales targets.
- Handled international accounts, managing both quoting and order processing, while ensuring compliance with international regulations and standards.
- Entered and managed tickets, POS tickets, and purchase orders, ensuring accurate and organized documentation of customer interactions.
- Reviewed and escalated tickets to Manager Review, contributing to streamlined ticket management and issue resolution.
- Successfully booked and closed end-of-month activities in Oracle, maintaining accurate records and supporting financial reconciliation processes.
- Demonstrated exceptional problem-solving skills by addressing customer order issues and escalating complex matters when necessary.
- Executed various administrative duties as assigned, contributing to the overall efficiency of the sales operations.

Sales Administrator / SmartStop Asset Management, Ladera Ranch, CA**Jul 2021-Mar 2022**

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- Supported all customer service functions, addressing inquiries, processing orders, and providing exceptional service to meet customer needs.

Sales Administrator / Cox Enterprises (Kelley Blue Book/Autotrader), Irvine, CA USA**Jan 2020- Jul 2021**

- Utilized email and phone communication to engage with customers and partners, providing timely and accurate information to facilitate the quoting and purchase order process.
- Entered and managed tickets, POS tickets, and purchase orders, ensuring accurate and organized documentation of customer interactions.
- Handled international accounts, managing both quoting and order processing, while ensuring compliance with international regulations and standards.

Dealer Concierge II / Cox Enterprises (Kelley Blue Book/Autotrader), Irvine, CA USA**Mar 2019 - Jan 2020**

- Maintained the high quality standards of the business, by providing outstanding customer
- Analyzed issues and/or bugs with the Autotrader software platform
- Provided responsive, timely telephone, chat and email support.

Investor Relations Associate / Rich Uncles Real Estate Investment Trust, Costa Mesa, CA USA**Mar 2017- Mar 2019**

- Facilitated to collect investment information and support to prepare quarterly and yearly reports for shareholders.
- Evaluated shareholder data and update database to oversee interface with investment society.
- Updated quarterly on company's stock price, analysts' forecasts, investor

Investor Relations Associate / New American Funding, Tustin, CA USA**Mar 2017 - Jul 2017**

- Oversee the planning, implementation, and tracking of specific Corporate Communications and Investor Relations projects
- Acted as main contact for fund investors and managers via email and telephone correspondence
- Provided excellent client service and identifying opportunities to grow existing and new relationships.

Investor Relations Associate / Strathspey Crown Holdings, Newport Beach, CA USA**Jul 2014 - Oct 2016**

- Maintained client satisfaction in a timely manner.
- Reconciled cash accounts.
- Reviewed all documents received from investors to ensure all information is accurate.

Global Trade and Compliance Associate / Allergan Pharmaceuticals, Irvine, CA**Apr 2010 - Jun 2014**

- Maintained customer pricing and records.
- Evaluated and reconciled customer account discrepancies.

- Analyzed and overseen order placement activities and contract review.

EDUCATION

Landmark College Putney, VT / International Business

- Received grant from the state for high standards in business and science
- Was awarded the Centennial Award. Received 3 consecutive GPA awards for three consecutive semesters

SKILLS

- Proficient in CRM software (Oracle and Salesforce)
- Strong database management expertise
- Technical mindset, adept at handling basic technical issues
- Excellent organizational and multitasking skills
- Team-player mentality with a dedication to team success
- Effective prioritization and deadline management abilities
- Proficient in MS Word, Excel, PowerPoint
- Skilled in using Zoom, Skype, and Teams for video conferencing and calls
- Outstanding communication skills with all levels of employees and customers