

## Experienced Solutions Consultant

**Self-motivated individual with a progressive history surpassing ambitious sales objectives in multiple industries.**

Highly-motivated professional with expertise in areas of SaaS, sales strategies, account management, customer success, pipeline analysis, and customer and vendor relationships. Collaborative communicator skilled at expanding into new territories and industries while exceeding key performance metrics. History of success providing outstanding customer experience.

### *Areas of expertise include...*

- Strategic Marketing Initiatives
  - Sales Presentation / Needs Based Selling
  - Account Management / Growth
  - Time Management / Organizational Skills
  - Exceeding Sales Goals
  - New Business Development
  - C-Level Communication / Collaboration
  - Team Leadership / Staff Development
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## Professional Experience

**SENIOR SALES REPRESENTATIVE/CUSTOMER SUCCESS MANAGER, 2017 to Present**

VERIZON CONNECT, Irvine, California

*Responsible for growing and managing a book of business for a leading SaaS telematics company within an assigned geographic territory, including up-selling accounts, renewal of service agreements, and quarterly business reviews.*

Worked within an assigned territory to retain the customer base and exceed set expansion targets. Managed the task of proactively engaging clients, retaining the customer base, and emboldening customer partnerships via quarterly business reviews. Increased customer satisfaction and consistently exceeded set sales goals.

- 167% of quota 2019
- Achieved 136% of weighted quota in 2018
- Grew revenue from existing base within an assigned territory by building strong relationship with clients. Protected and defended annual revenue, customer base, and subscriptions within defined assignment.
- Conducted regular business reviews with customers.
- Responsible for managing the overall account relationship. Worked with new and existing clients on contract renewals, account add-ons and additional features as they became available.

Continued...

## **SOLUTIONS CONSULTANT, 2016 to 2017**

KAREO, Irvine, California

*Worked closely with family practitioners and mental health service providers to provide SaaS practice management and billing service solutions through an award-winning electronic health records platform.*

Managed the daily sales responsibilities of initial contact, discovery, presentation and acquisition of new business. Solicited new business with physicians' offices to help improve their operations. Conducted product webinar demonstrations to potential customers. Navigated business structures to establish the key decision makers. Utilized multiple sales techniques, including referral business and social media outreach (Twitter, LinkedIn, Feedly and Hootsuite), to maximize sales growth.

- Led new software release campaigns resulting in achieving 105% of sales plan.
- Spearheaded the design and implementation of new products to attract niche markets and increase market share. Worked closely with the executive team to analyze pricing and present this new product nationwide.
- Received the company's President's Club Award (2016) for exceeding annual sales goals.

## **SALES EXECUTIVE, 2012 to 2016**

HIRE RIGHT, Irvine, California

*Obtained business from small to medium sized businesses by presenting the value of web-based background screening services.*

Responsible for aggressive annual sales revenues and quota of approximately \$840K. Ensured key performance metrics were achieved through detailed pipeline management. Worked closely with customers, listening to complaints about existing processes and understanding their business needs in order to offer catered, valuable solutions. Analyzed market trends and industries to maximize new business opportunities. Analyzed market trends and industries to maximize new business opportunities.

- Exceeded monthly sales goals consistently by identifying and developing new business opportunities through inbound and outbound sales activities.
- Made an average of 30 outbound customer calls a day, answering questions related to new and existing products and services offered. Tracked all correspondences via Salesforce CRM.
- Recipient of the President's Club Award (2014) given by senior management for the superior sales performance over the past year.
- Trained in Challenger Sale and digital Social Selling methodologies.

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## **Educational Background**

### **Associate of Science in Business Administration**

Orange Coast College, Costa Mesa, CA

### **Undergraduate in Business Analytics**

Cal State Fullerton

(currently enrolled)