

# Summer Shields

54 Remington, Irvine CA 92620

Phone: (714) 369-4418 E-Mail: summerjustice@gmail.com

## Summary of Qualifications

A dedicated professional with excellent qualifications in **FUNDRAISING** and **SALES**. Possess superior communication skills, interfacing easily with customers, potential clients and coworkers. Effectively resolve escalating client/customer issues.

## Key Strengths Include:

- Diverse experience encompassing selling, educating and public speaking.
- Excellent time management and organizational skills.
- Deliver quality customer service, with the ability to meet or exceed client expectations.
- Consistently meet fundraising quotas/deadlines

## Experience

**Solutions Consultant ♦ Kareo**

**February 2017 – Present**

Consult with healthcare providers regarding Kareo's practice management solution, medical billing service and award-winning EHR.

- Work closely with prospective physician offices to bring them onto Kareo's award-winning platform.
- Spend 60% of my day speaking with warm leads and educating them on Kareo's new platform.
- Spend the remaining 40% of my day documenting, corresponding (emails) with clients and internal colleagues.
- Master value propositions and the sales process in order to close deals and exceed annual quota.
- Qualified for Kareo Klub (President's Club) in 2016.

**Sales Executive ♦ HireRight**

**September 2013 – January 2016**

Responsible for selling HireRight's employment screening solutions to small and medium sized clients. Primarily an inside sales role where consulting with prospective customers.

- Identify and develop new business opportunities through both inbound and outbound telesales activities.
- Convert qualified leads within an assigned market through the presentation of solutions to prospects, customers and partners.
- Acquire and maintain detailed industry and product knowledge to maximize new business opportunities.
- Prioritize daily tasks and activities, meet agreed upon deadlines and complete projects and requests with the intent of exceeding expectations of internal and external customers.
- Maintain real time information of leads, opportunities and accounts in Salesforce.com, ensuring that data and resulting reports are up to date.

**Customer Care Specialist ♦ HireRight**

**May 2012 – August 2013**

Perform a wide range of duties for this industry-leading company that conducts employee background checks. Interact extensively with existing clients via telephone, Live Chat and e-mail.

- Handle 35-40 customer inquiries daily.
- Assist team members to ensure that together we strictly adhere to company policies and procedures concerning customer service protocols, and phone/e-mail etiquette.
- Assist with training, educating and developing new hires.
- Extensively document customer interactions and resolutions inside of Salesforce.com

**Fundraiser/Lobbyist ♦ American System Publications**

**June 2003 – April 2012**

Fundraised from and recruited new clientele for a small to medium sized company that specializes in promoting economic and political policies.

- Fundraised from and obtained new clientele and financial contributors.
- Subscribed new customers to company publications, reactivated existing customers and activated new financial contributors.
- Led and participated in lobbying efforts in the Sacramento state capitol building.

**Education**

Pasadena High School • Orange Coast College

**Computer Skills**

Windows • Mac/Apple • Outlook • Excel • PowerPoint • Salesforce.com