

Experienced Solutions Consultant

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

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

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

CUSTOMER SUCCESS PARTNER SMB, 2017 to Present

Verizon Connect, Aliso Viejo, California

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

Worked within an assigned market segment to retain the customer base, increase customer satisfaction and exceed set sales goals. Responded to ~20 inbound customer calls daily and managed the task of proactively engaging clients, working within an assigned market segment to retain the customer base, increased customer satisfaction and exceeded set sales goals.

- 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.
- Consulted with clients on best practices to increase their ROI.
- Responsible for managing the overall account relationship. Worked with new and existing clients on contract renewals, account add-ons/additional features and escalating customer issues.

Continued...

SOLUTIONS CONSULTANT, 2016 to 2017

KAREO, Irvine, California

Work closely with healthcare providers to provide practice management and billing service solutions through an award-winning electronic health records (EHR) system.

Managed the daily sales responsibilities of handling approximately 30 customer calls daily, as well as soliciting new business with physicians' offices to help improve their operations. Offer product and service demonstration to new clients and collaborate with office staff on the setup and implementation of new systems. Utilize multiple sales sources and techniques including referral business, contacting previous customers, cold calling, and drop-ins to increase sales growth.

- Led new software releases and improved product base resulting in achieving over 100% of sales plan consistently.
- Spearheaded the design and implementation of a new product designed to attract niche markets and increase market growth. Work closely with the executive team to analyzing pricing and present the new product to mental health facilities nationwide.
- Received the company's President's Club Award (2016) for exceeding annual sales goals.

SALES EXECUTIVE / CUSTOMER CARE SPECIALIST, 2012 to 2016

HIRE RIGHT, Irvine, California

Provided sales and customer support for small to medium size businesses utilizing the company's services in conducting employee background checks.

Managed a portfolio specializing in Fortune 500 companies and annual sales revenues of approximately \$800K. Ensured key performance metrics were achieved. Worked closely with customers to listen and understand their business needs and offered them viable solutions. Analyzed market trends and industries to maximize new business opportunities. Trained and mentored new employees on company policies and procedures, equipment, and customer support.

- Exceeded monthly sales goals consistently by identifying and developing new business opportunities through inbound and outbound sales activities.
- Handled on average 30 customer calls a day which included answering questions related to new and existing products and services offered. Tracked all correspondence through Salesforce.
- Recipient of the President's Club Award (2014) given by senior management for the superior sales performance over the past year.

Educational Background

Associate of Arts in Business Administration (Currently Enrolled)

Orange Coast College, Costa Mesa, CA