

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 sales strategies, account management, customer success, pipeline analysis, and customer and vendor relationships. Collaborative communicator skilled at exceeding key performance metrics.

Areas of expertise include...

- Strategic Marketing Initiatives
 - Sales Presentation / Needs Based Selling
 - Account Management / Growth
 - Time Management / Organizational Skills New
 - Business Development
 - Exceeding Sales Targets
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Professional Experience

SMB ACCOUNT MANAGER, 2021 to Present

FORMSTACK, Fishers, Indiana

Responsible for upselling and cross-selling of an existing and growing book of domestic and international business. Daily activities consist of

- Building sequences and prospecting using Outreach and LinkedIn Sales Navigator.
- Keeping a detailed, accurate, and clean sales pipeline utilizing software tools Salesforce and Dooly.
- Updating trending deals and sales forecasts on a daily and weekly basis.
- Nurturing existing customer relationships, performing software demos, and interfacing with multiple departments.

CUSTOMER SUCCESS MANAGER/SENIOR SALES REPRESENTATIVE, 2017 to 2021

VERIZON CONNECT (formerly TELOGIS), Irvine, California

Responsible for upselling, cross-selling, and contract renewal of an existing and growing book of business, and acquisition of net new business for a leading telematics company within an assigned geographic territory. This role dealt primarily with our OEM partnerships.

- Achieved 167% of weighted quota 2019 & achieved 136% of weighted quota in 2018
- Successfully interfaced and collaborated with multiple internal departments, leveraged strategic business partnerships, and engaged customer stakeholders to negotiate contract renewals and drive revenues.
- Responsible for customer onboarding, training, upselling, cross-selling, and the negotiation and renewal of customer contracts within an assigned territory.

Continued...

SOLUTIONS CONSULTANT, 2016 to 2017

KAREO, Irvine, California

Worked closely with family practitioners and mental health service providers to provide SaaS practice management, billing and marketing service solutions.

- Spearheaded the design and implementation of our novel mental health feature to increase market share.
- Managed the daily sales responsibilities of initial contact, discovery, presentation and acquisition of new business.
- Received the company's President's Club Award (2016) for achieving 105% of sales plan.

SALES EXECUTIVE SMB MARKET, 2013 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. Ensured key performance metrics were achieved through detailed pipeline management.

- Exceeded quarterly sales goals consistently by identifying and developing new business opportunities.
- Gained proficiency in Salesforce CRM, Microsoft Office, and Social Selling tools Hootsuite, Twitter, and LinkedIn.
- Recipient of the 100% Club Achievement (2014 & 2015) given by senior management for superior sales performance.
- Exposed to and trained in the basics of Challenger Selling methodologies (e.g. customer meeting preparation, focused discovery questions, teaching for differentiation, tailoring presentations for resonance, techniques to establish control of the conversation)

Educational Background

Associate of Science in Business Administration

Orange Coast College, Costa Mesa, CA

BA Business Administration Information Systems

Cal State Long Beach

(enrolled)