

Summer J. Shields
54 Remington • Irvine, CA 92620
Telephone: (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 training, 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

PROFESSIONAL EXPERIENCE

Sales Executive • HireRight – Irvine, CA

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.
- Recognize opportunities for revenue growth and increase pipeline within an assigned market.
- Consistently meet fundraising quotas/deadlines.
- 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 – Irvine, CA

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.

Political Outreach Specialist • American System Publications – San Francisco, CA

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

- Subscribed new customers to company publications, reactivated existing customers and activated new financial contributors for the company.
- Lead teams of lobbyists in the California State Capitol Building.
- Played a leading role in increasing the fundraising capability of the company through improved customer interaction.

Elected • Alameda County Democratic Central Committee – Oakland, CA

- Conducted outreach for the Democratic Party, including door to door fundraising, conducted phone calls outreach.
- Actively participated and networked in party functions and political events, including the yearly democratic conventions and monthly committee meetings.
- Authored, lobbied for, and successfully implemented two resolutions in the central committee.

EDUCATIONAL BACKGROUND

Pasadena High School • Orange Coast College

Computer Skills

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