

Experienced Solutions Consultant

Highly motivated professional with expertise in areas of sales strategies, account management, customer success, pipeline analysis, 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
 - Team Leadership / Staff Development
 - Time Management / Organizational Skills
 - New Business Development
 - Exceeding Sales Targets
 - C-Level Communication / Collaboration
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Professional Experience

CUSTOMER SUCCESS MANAGER/SENIOR SALES REPRESENTATIVE, 2021 to Present

FORMSTACK, Fishers, Indiana

Responsible for upselling, cross-selling, and expanding contracts within an existing and growing list of accounts.

- Managed inbound requests, assisting prospects and customers via chat, email, and telephone communication.
- Prospected within existing client accounts to familiarize myself with needs of IT, HR, Operations, and Marketing teams.
- Performed comprehensive software demo presentations.
- Developed solid understanding of application lifecycle management.

CUSTOMER SUCCESS MANAGER/SENIOR SALES REPRESENTATIVE, 2017 to 2021

VERIZON CONNECT (formerly TELOGIS), Irvine, California

Responsible for onboarding, upselling, cross-selling, and contract renewal of an existing and growing book of business, and acquisition of net new business within an assigned geographic territory.

- Interfaced with internal teams to engage customer stakeholders to offer critical business insights and expand revenue.
- Managed an existing account base within an assigned territory
- Achieved 167% of renewal and attainment quota 2019 and 136% of renewal and attainment quota in 2018.

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.

- Managed the outbound sales responsibilities of initial contact, discovery, presentation, and acquisition of new business.
- Conducted platform demos and outbound calls; prioritized and managed client requests from an inbound queue.
- Worked with leadership and DevOps to design and implement our novel mental health software features.
- Received the company's prestigious President's Club Award (2016) for achieving 105% of sales plan.

SALES EXECUTIVE SMB MARKET, 2013 to 2016

HIRERIGHT, Irvine, California

Obtained net new business from small to medium sized businesses by presenting the value of web-based background screening and applicant tracking system services.

- 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

Educational Background

Associate of Science in Business Administration

Orange Coast College, Costa Mesa, CA

BA Business Administration Information Systems

Cal State Long Beach

(enrolled)