

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
 - 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, 2017 to Present

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 for a leading telematics company within an assigned geographic territory. This role dealt primarily with our OEM partnerships.

- Responsible for customer onboarding, training, upselling, cross-selling, and the negotiation and renewal of customer contracts.
- Successfully worked with multiple internal teams (Product, Marketing, Accounting, Billing, Technical Support, and Leadership), leveraged strategic business partnerships, and customer stakeholders to educate, train, negotiate contract renewals, demo software capabilities, and offer critical and compelling business insights.
- In my role as a Customer Success Manager, I managed an existing account base within an assigned territory, upselling and cross selling them, negotiated customer contract and renewal terms, and acquired net new business.
- In my role as a Senior Inside Sales Representative, I managed an existing account base within an assigned territory, onboarding, upselling and cross selling them, and acquired net new business.
- 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 daily sales responsibilities of initial contact, discovery, presentation and acquisition of new business.
- Conducted 3-5 platform demos, and made 15-20 calls daily, closing an average of 4 deals per week. Average deal size was \$300 in monthly recurring revenue (MRR), with a monthly quota of \$4,500 MRR.
- Worked with executive leadership to spearhead the design and implementation of our novel mental health features to increase market share.
- 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 and applicant tracking system services.

- Made an average of 20 calls and conducted 1-3 demos per day, and 3.5 closed deals per week, with an average deal size of \$5,000, and annual quota of approximately \$900,000.
- 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)