

## Summer J. Shields

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### 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 issues to further the sales process and close the deal.

#### Key Strengths Include:

- Diverse experience encompassing educating, persuading and public speaking.
- Excellent time management and organizational skills.
- Deliver quality value propositions, with the ability to create customer interest.
- Consistently meet annual and quarterly booking quotas

### PROFESSIONAL EXPERIENCE

#### Sales Executive • HireRight – Irvine, CA September 2013-Present

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.
- Obtained 100% of quota 2013-2014 and 2014-2015

**Customer Care Specialist • HireRight – Irvine, CA  
May 2012-September 2013**

- 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  
2003-2012**

- 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