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| Summer Shields | Long Beach, California 90802  [summerjustice@gmail.com](mailto:summerjustice@gmail.com) | 714.369.4418  [www.linkedin.com/in/summerjusticeshields/](http://www.linkedin.com/in/summerjusticeshields/) |

**Experienced Solutions Consultant**

Highly motived 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…***

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| --- | --- |
| * 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 |

**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)