# 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 selling, 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

# Experience

## Solutions Consultant Kareo February 2017 – Present

Consult with healthcare providers regarding Kareo’s practice management solution, medical billing service and award-winning EHR.

* Work closely with prospective physician offices to bring them onto Kareo’s award-winning platform.
* Spend 60% of my day speaking with warm leads and educating them on Kareo’s new platform.
* Spend the remaining 40% of my day documenting, corresponding (emails) with clients and internal colleagues.
* Master value propositions and the sales process in order to close deals and exceed annual quota.
* Qualified for Kareo Klub (President’s Club) in 2016.

## Sales Executive HireRight September 2013 – January 2016

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.
* 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 May 2012 – August 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.
* Extensively document customer interactions and resolutions inside of Salesforce.com

## Fundraiser/Lobbyist American System Publications June 2003 – April 2012

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

* Fundraised from and obtained new clientele and financial contributors.
* Subscribed new customers to company publications, reactivated existing customers and activated new financial contributors.
* Led and participated in lobbying efforts in the Sacramento state capitol building.

# Education

Pasadena High School ● Orange Coast College

# Computer Skills

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