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| Summer Shields | Irvine, California 92620  [summerjustice@gmail.com](mailto:summerjustice@gmail.com) | 714.369.4418  [www.linkedin.com/in/summerjusticeshields/](http://www.linkedin.com/in/summerjusticeshields/) |

**Experienced Solutions Consultant**

**Self-motivated individual with a progressive history surpassing ambitious sales objectives in multiple industries.**

Highly-motived professional with expertise in all areas of account management, sales strategies, financial analysis, and customer and vendor relationships. Collaborative communicator skilled in expanding into new territories and industries while exceeding key performance metrics. History of success providing outstanding customer support.

***Areas of expertise include…***

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| * Strategic Marketing Initiatives * Sales Presentation / Needs Based Selling * Account Management / Growth * Time Management / Organizational Skills | * Exceeding Sales Goals * New Business Development * C-Level Communication / Collaboration * Team Leadership / Staff Development |

**Professional Experience**

**solutions consultant,** 2016 to Present

KAREO, Irvine, California

*Work closely with healthcare providers to provide practice management and billing service solutions through an award-winning electronic health records (EHR) system.*

Manage the daily sales responsibilities of handling approximately 30 customer calls daily, as well as soliciting new business with physicians’ offices to help improve their operations. Offer product and service demonstration to new clients and collaborate with office staff on the setup and implementation of new systems. Utilize multiple sales sources and techniques including referral business, contacting previous customers, cold calling, and drop-ins to increase sales growth.

* Led new software releases and improved product base resulting in achieving over 100% of sales plan consistently.
* Spearheaded the design and implementation of a new product designed to attract niche markets and increase market growth. Work closely with the executive team to analyzing pricing and present the new product to mental health facilities nationwide.
* Received the company’s President’s Club Award (2016) for exceeding annual sales goals.

**Sales Executive / CUSTOMER CARE SPECIALIST,** 2012 to 2016

HIRE RIGHT, Irvine, California

*Provided sales and customer support for small to medium size businesses utilizing the company’s services in conducting employee background checks.*

Managed a portfolio specializing in Fortune 500 companies and annual sales revenues of approximately $800K. Ensured key performance metrics were achieved. Worked closely with customers to listen and understand their business needs and offered them viable solutions. Analyzed market trends and industries to maximize new business opportunities. Trained and mentored new employees on company policies and procedures, equipment, and customer support.

* Exceeded monthly sales goals consistently by identifying and developing new business opportunities through inbound and outbound sales activities.
* Handled on average 30 customer calls a day which included answering questions related to new and existing products and services offered. Tracked all correspondence through Salesforce.
* Recipient of the President’s Club Award (2014) given by senior management for the superior sales performance over the past year.

**fUNDRAISER MANAGER,** 2003 to 2012

AMERICAN SYSTEMS PUBICATIONS, Los Angeles, California

*Non-profit organization focused on promoting economic and political polices.*

Oversaw all fundraising activities focused on gathering donations, gaining new benefactors, and reaching out to businesses to create awareness related to economic and political policies that effect their industries. Organized the distribution of company newsletters and websites as well as assisting with marketing campaigns to drive awareness to the organization. Effectively trained and mentored new employees on company policies and procedures.

* Consistently exceeded monthly fundraising goal of $10K by proactively reaching out to new donors and marketing to industries that would benefit from the organizations focus and goals.
* Served on the Alameda County Democratic Central Committee promoting organizational goals.

**Educational Background**

**Associate of Arts in Business Administration** *(Currently Enrolled)*

Orange Coast College, Costa Mesa, CA