

Jaryot B. Ramirez-Zelada

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Skills

Technical:

- Certifications in SQL, R, & Tableau
- Data Wrangling & Data Analysis
- Data Visualization
- Microsoft Suite
- Salesforce

People and Organizational:

- Project Management
- Documentation
- Contract drafting and SLAs
- Presentation

Work Experience

Account Manager - State Farm

Jul 2020 - Present

- Managed book of business to maintain client retention and achieve a customer satisfaction score of 96%
- Provided clear communication with customers while pivoting to other products to increase sales
- Engaged in customer acquisition practices to grow the book of business by 16%
- Developed ongoing networking relationships with Real Estate Agents, Mortgage Lenders, Title Companies, and Auto Dealers.

Project Manager - Submeter Solutions Inc

Apr 2019 - Apr 2020

- Managed company projects from acquisition to completion.
- Coordinated and met with key project personnel to deliver submetering equipment in a timely manner.
- Created sales order contracts for approval by customer as well as provided invoices upon completion.
- Contributed to company success by exceeding monthly sales goals by an average of 5%.
- Increased yearly sales from 2.1 million to 2.7 million USD.
- Developed SOP for the Project Manager role to ensure efficiency in work and profitability.

Bookkeeper - Submeter Solutions Inc

Jan 2019 - Apr 2019

- Developed positions SOP to streamline training process for position
- Managed all company account receivables and payables
- Submitted B&O taxes to Washington State as well as Seattle B&O taxes
- Oversaw company financial accounts to submit monthly reconciliations via Quickbooks.

Education

Western Washington University

Bellingham, WA

B.A.

Sep 2013 - December 2017

Google Professional Certifications

Capstone Project:

<https://github.com/zelada5574/zelada5574>

Data Analytics Program

July 2021 - Present

Interests & Community Service

- Youth Group Mentor
- Classroom Volunteer

2022-Present

2018-Present