

Client Name

Key Account Management & Sales Professional

Dedicated, results-driven professional with a competent ability to facilitate multi-national corporations in achieving targeted business goals through strategic sales planning, business analysis, customer service, and key account/public relationship management.

Excel at developing long-term profitable accounts, fostering relationships at all levels, and negotiating large-scale contracts to maximize revenues, capitalize on upselling opportunities, and exceed sales quota. Notable success in turning around organizational performance in terms of profitability, revenue, and business development by promoting, pitching, and selling enterprise products/services to prospects and existing customers. Instrumental in acquiring, managing, and retaining enterprise key accounts by consistently resolving issues across the service lifecycle. Highly skilled in business-to-business selling, cold calling, sales closing, and client network creation. Proven capability to influence the purchasing decisions of customers by delivering compelling presentations. Proficient in Tableau, SQL, and MS Office Suite, including Excel and PowerPoint. Areas of Expertise:

- Key Account & Relationship Management
- Business Development & Growth
- Data & Information Analysis
- Lead Generation & Communication Sales
- Service & Product Demonstrations
- Contract Negotiation
- Sales Lifecycle Management
- Customer Acquisition & Service
- Creative Problem Solving

Career Experience

Account Executive, Kinetik, Queens, New York

2023 – Current

Address and resolve complex service-related queries to maximize customer satisfaction. Oversee lead generation and communication sales activities to engage/convert prospects into a loyal customer base. Secure business-to-business deals and sell enterprise solutions to NEMT providers in the Non-Emergency Medical Transportation space.

- Generated over \$120K for the company as an SDR and Account Executive. Created a Facebook group "NEMT - Non-Emergency Medical Transportation Billing Assistance" which gained 646 members in less than three months.
- Organized meetings with NEMT providers to present demonstrations of the company's products and answer details questions.
- Marketed Kinetik and acquired future potential customers while developing space for NEMT providers nationwide.
- Propelled business growth by leveraging solid expertise in Customer Relationship Management (CRM).

Sales Development Representative, Kinetik, Queens, New York

2022 – 2023

Conducted fundamental activities on behalf of the organization, including cold calling, business-to-business (B2B) sales, and lead generation. Articulated benefits of service to potential clients, including the elimination of hassle and difficulty from their grocery shopping experience.

- Achieved and exceeded defined goals through persuasive up-selling and compelling presentations.

Analyst, Barcelona Consulting, Valley Stream, NY

2020 - 2021

Designed complex, high-level dashboards based on business requirements via filters and calculated fields with over 250K rows of data. Managed the Tableau server by granting permission to new users while simultaneously creating extracts to refresh the data. Analyzed existing SQL queries and effectively oversaw the SQL database.

- Optimized dashboard functionality by developing SQL code with multiple joins consisting of left, inner, outer, and full.
- Streamlined correspondence with clients as the key person of contact for dashboard update queries.

Administrative Assistant, Aflac Regional Office, Jericho, NY

2019 - 2020

Generated weekly reports on the number of sales per associate and new contracts. Provided administrative and clerical support on day-to-day operations, such as mailing, scanning, faxing, and copying. Orchestrated meetings and appointments for the staff/new hires.

- Exhibited remarkable analytical, communication, problem-solving, and task prioritization skills in executing assigned tasks.

Additional Experience

Customer Service/Cashier, Burlington Coat Factory, Glen Oaks, NY

Maintained customer interaction records, encompassing transactions, inquiry details, and resolutions. Demonstrated high levels of professionalism and courtesy while fulfilling customer requirements. Provided up-to-date information to clients on company policies.

- Achieved customer service goals by efficiently processing merchandise returns and exchanges.

Recruiter, Human Resources & Training Experience, Reshma Saujani Campaign, New York, NY

Managed and trained up to 30 volunteers throughout the campaign on communication skills, including phone etiquette, dialogue rehearsals, and customer service as part of the political marketing campaign for Reshma Saujani. Informed volunteers about organizational background and political agendas while delegating daily tasks to meet campaign goals and maximize community outreach.

- Advocated Reshma Saujani's concerns for New Yorkers, gaining highly positive feedback from the community and increasing the voter turnout to 76,983.
- Boosted community support by conducting daily phone banks and door-knocking activities.

Education

- Bachelor of Arts: Business Administration in Management, Hofstra University Hempstead, NY, 2020
- Associate Degree in Business Administration, Nassau Community College Garden City, NY, 2018