

## PROFESSIONAL PROFILE

- Over 10 years of experience in client relations, specialized in business development, consultative sales, and project management.
- Proven ability to manage 1,250 new and existing key client accounts, from initial client assessment and acquisition, to project planning and implementation.
- Leveraged exceptional written and verbal communication skills to develop and present to diverse audiences, including IT personnel and senior executives.

## CORE COMPETENCIES

- |                       |                           |                      |
|-----------------------|---------------------------|----------------------|
| • Business Analysis   | • Proposal Writing        | • Research           |
| • Strategic Planning  | • Leadership              | • Negotiation        |
| • Process Improvement | • Direct Marketing        | • Presentation       |
| • Conflict Resolution | • Client Support/Training | • Account Management |

## TECHNICAL SKILLS

- Microsoft Office Suite (Excel, Outlook, Word, PowerPoint)
- SPSS (Data Entry)
- Salesforce.com (CRM)

## PROFESSIONAL EXPERIENCE

### Potomac Business Solutions, LLC.

Xerox Account Manager

Herndon, VA  
October 2012 – January 2014

- Exceeded sales by 105% over previous year.
- First to sell Xerox's leading industry Managed Print Service within the agency.
- Led negotiations with top regional CPA firm to secure a 5-year lease and increase customer retention.

### Zerin Business Consulting, INC.

Corporate Trainer

Vienna, VA  
April 2012 – August 2012

- Completed Management Training Program within 3 weeks.
- Trained junior level account managers on company ethos, management skills, and strategic sales, increasing office operations by 48%.
- Acquired 80 new business accounts within 4 months, securing \$288,000 in revenue for Fortune 500 telecommunications client.

### McGeorge Toyota & Scion

Business Development Center Coordinator

Henrico, VA  
March 2011 – January 2012

- Provided administrative support in a high volume call center environment for 6 customer service managers.
- Developed a marketing plan that lead to the dealership's 15<sup>th</sup> consecutive Presidential Award from Toyota.
- Conducted immediate follow-up calls after service appointments, increasing customer service response to surveys by 20%.

### Brinker's International, Chili's Grill and Bar

Server

Richmond, VA  
January 2011 – May 2011

- Coordinated with team members to help deliver excellent customer service during rush periods.
- Accurately managed customer orders and processed payments with POS system.

### Johnston-Willis Hospital

Volunteer

Richmond, VA  
June 2004 – December 2010

- Participated in student program, acquiring general knowledge of hospital procedures and operations.
- Assisted medical staff within assigned department with clerical and hospitality duties.

## EDUCATION

- Radford University
  - Bachelor of Science, Psychology, Radford, VA, December 2010
  - European Literature Study Abroad Program, Ireland and Italy, May 2009

## TRAINING

- Xerox Business Selling Skills, Leesburg, VA, October, 2012