

TECHNICAL SALES SPECIALIST

Generating \$MM revenue through sales of technical products across various business verticals, including S&L, SMB, and Education.

“Produced \$33M revenue through effective management of multiple national territories with 1100+ customers.”

Astute and persuasive sales representative with demonstrated sales experience stewarding customer accounts to ensure loyalty, satisfaction, and increased year-over-year spend. Expert at prospecting, qualifying, generating, and converting leads into sales. Known for propelling revenue of technical products via development and successful execution of persuasive sales strategies. Proven achievements of capturing target audience, leading product positioning, exceeding sales targets, and supervising technical teams. Proven ability to enrich customer journey by delivering high-quality customer support and service.

Broad technical knowledge complemented by impeccable communicational talents leveraged to build and strengthen strategic relationships with major business stakeholders, including suppliers, vendors, clients, senior management, and staff members.

Technology & Tools: Microsoft Office Suite, SAP, Salesforce

- Prospecting & Cold Calling
- Lead Generation
- Sales Conversion
- Territory Management & Expansion
- Sales Account Development & Growth
- Sales Pipeline Management
- Consultative & Solution Selling
- Planning & Budgeting
- KPIs Accomplishment
- Team Leadership
- Training & Development
- Performance Improvement
- Client Satisfaction & Retention
- Customer Engagement
- RFPs & RFQs Development
- Sales Negotiation

PROFESSIONAL EXPERIENCE

HITOUCH BUSINESS SERVICES, Raleigh, NC
Account Executive, Technology
Nov 2021 to Present

Build a new customer-base by offering a wide range of technical products and services to customers across multiple territories. Trained new sales representatives on effective presentation of technical products, services, and solutions to customers.

- ✓ *Expanded client network by identifying and converting 48 new customers, while determining customer needs and presenting solutions.*
- ✓ *Provided oversight for a team of 76 indirect reports, overseeing and enhancing performance and productivity to achieve all assigned targets.*
- ✓ *Succeeded in exceeding assigned sales budget of \$250K by \$1.6M through usage of resourceful sales strategies.*

EDUCATION & CREDENTIALS

A.S. in Business Administration, MONTREAT COLLEGE, MONTREAT, NC

Lean Manufacturing Concepts, NORTH CAROLINA STATE UNIVERSITY, RALEIGH, NC

Volunteer Foster – Transport & Care Member, Triangle Beagle Rescue