

MONIQUE CHACHERE

PreSales Engineer | Solutions Consultant

📍 Location City: Los Angeles
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★ ePortfolio | www.moniquechachere.com

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WHY HIRE ME?

Diverse candidate with 10+ years in product demonstrations, facilitation, and an entrepreneurial mindset, seeking to transition into a presales engineer role. With over a decade of experience in prospect outreach, I possess extensive expertise in brand promotions, lead generation, and product demonstration. My proficiency lies in conducting successful product demos, and consistently surpassing quotas as a brand ambassador. Additionally, I excel in sales cycles and establishing strong client relationships, while my genuine passion lies in consulting and supporting others to uncover their pain and collaborate to solve their problem.

PRESALES EXPERIENCE



Presentation / Demo

Performed demos of Salesforce Sales Cloud to multiple executive personas (VP of Sales, VP of Revenue Operations).
[About Me Intro Video](#)



Strategic Value Selling

Customized and delivered value-focused demos based on challenges uncovered during discovery and tailored to prospect personas.
[Value Selling Micro Demo](#)

SKILLS

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|----------------------------|----------------|----------------------|------------------------|------------|-----------|------------------------|
| Product Demonstration | Discovery | Technical Validation | B2B Sales | SaaS Sales | Marketing | Value Consulting |
| Salesforce Sales Cloud CRM | RFP Management | Prospecting | Proof of Concept Demos | API | | |
| Generative AI | Zoom | Microsoft Office 365 | Loom | Slack | Trello | Microsoft Office Suite |

CERTIFICATION

PreSales Academy

10-week intensive PreSales professional program focused on developing competency in Discovery, Demos, and Consultative Sales (Sept 2024)

API Academy

Certificate of Completion for completing three API Academy courses (Oct 2024)

Google Cloud Foundations

LinkedIn (Sept 2024)

Salesforce Associate

Certified Salesforce Associate (July 2024)

EXPERIENCE

Test Administrator

West Coast University

📅 03/2023 - Present 📍 Los Angeles, United States

- Demonstrate healthcare higher education software to up to 15 student users per day to ensure user adoption and onboarding
- Troubleshoot complex user computer software issues to ensure users have correct system requirements
- Investigate potential exam fraud, create cases, and escalate reports to appropriate deans
- Ensure strict adherence to FERPA law, abide by WCU cybersecurity training, and student privacy initiatives
- Facilitate software orientation to 10 new users on Zoom twice daily

Sales Development Representative Trainee

CourseCareers

📅 09/2023 - 12/2023 📍 Los Angeles, CA

- 8-weeks of structure-intensive cold calling sales course designed to ramp an SDR with formal sales training culminating in a proctored final exam
- Prospecting, cold calling, cold emailing, discovery, and practice building pipeline
- Familiar with sales tools: LinkedIn, Outreach, Salesforce, SalesLoft, ZoomInfo
- Participated in mock cold calls and discovery calls to qualify a lead in a pipeline
- Researched mock prospects using org structures, ideal customer profiles, buyer personas, sales cycles, and account prioritization
- Sales methodologies of SPIN and BANT while incorporating value propositions

Staffing Manager / Recruiter

Elevate Staffing, Inc.

📅 03/2019 - 09/2019 📍 Los Angeles, United States

- Spear-headed 43 brand activations training across multiple \$100K accounts
- Onboarded 133 new employees for full-cycle recruitments for clients
- Successfully created and implemented 8 original recruitment tactics adopted by the global agency
- Streamlined business interactions across multiple accounts including Facebook, Marriott Hotels, Celsius, Spectrum Cable, Mike's Hard Lemonade, Instagram, and more
- Sourced, hired, and advised brand ambassadors to market creative and compelling human connections with brands across the USA

EXPERIENCE

Product Demonstration | Sales Support

J Williams Agency

📅 11/2009 - 03/2019 📍 Las Vegas, United States

- Collaborate with sales teams to understand client requirements and provide sales support
- Increased brand awareness by 45% through interactive product demonstrations by explaining in layman's terms to prospects about products
- Provided sales support by engaging prospects at live events with branded messaging to encourage and document interest in the brand
- Master of ceremonies at special events including Proctor & Gamble Award Night 2016-2018, Nevada Child Focus Charity Gala 2017, 1More CES 2019, Karamba Electronic 2020 and more
- Lead brand ambassador teams of up to 50 staff and organized branded mascots, costume characters, spokes modeling and product specialists
- Conducted product demos featuring a wide range from medical products, construction, cybersecurity, alcoholic beverages, software solutions and more
- 10 years working in diverse settings such as concerts, remote festivals, street parades, and private corporate functions in order to generate leads for each client

Monique Chachere Presentations - www.moniquechachere.com

Owner | Founder | CEO

📅 07/2015 - 03/2019 📍 Las Vegas, United States

- Increased sales by 25% through engaging product demonstrations to live audiences of up to 500 people, enhancing brand awareness and customer loyalty for various brands over 15 years
- Conducted Master of Ceremonies duties at weddings, conferences, live events and sporting events by introducing speakers and music acts
- Emcee during dry speaker conferences with interjection of meaningful comedic moments, manage and monitor when crowd is not engaged
- Confer with my clients to assess event needs and deliver technical presentations that explain products or services to prospective customers
- Motivate audience to purchase gifts during fundraiser events using wit and charisma to make the guests feel entertained and generous
- Identified future clients by establishing personal rapport with potentials and position my marketing materials to connect with them

Corporate Customer Care Tier III

Expedia Group

📅 01/2014 - 06/2015 📍 Las Vegas, United States

- Solved complex travel itineraries by negotiating with travel partners to rearrange travel route on behalf of the customer
- Trained and mentored several new call center representatives
- Maintained top 3% of reduced customer call volume wait time metric
- 29% customer retention rate and reduced travel cancellations

Inside Sales Support- Travel Tour Guide

Holland America Line

📅 09/2010 - 01/2014 📍 On Board - Alaska, Mexico, Panama Canal, Caribbean, Bermuda.

- Acted as a trusted advisor and expert on all tour products and assisted with bookings on board
- Collaborated to reach quota of \$500,000 to \$1,000,000 per cruise by working cross functionally with onboard marketing
- Prepared and presented available tours to 2100 passengers resulting in 5 demos per week
- Implemented 5 sales presentations per cruise increasing ship wide sales target per week
- Conducted discovery with passengers to expose the best activities that suit their desires and to sell ship sponsored tours

EDUCATION

Bachelor's of the Arts, Communication Studies

California State University, Northridge

📅 03/2020 - 12/2022 📍 Northridge, CA

- Dean's List Academic Excellence Award (2022) GPA 3.9