

Professional Summary

Experienced sales & operations consultant that has transitioned into a project management professional who is passionate about bringing ideas to fruition. Proficient in project and event management, cross functional collaboration, and best-in-class customer experience curator. Enjoys finding creative solutions in customer service, marketing, sales, and operations improvement. Demonstrated success in project initiation, planning, budgeting, and scheduling. Articulate communicator who thrives in a results-driven collaborative environment. Proven track record of developing and leading other leaders. Negotiation, conflict mediation and understanding motivations to influence without authority and awareness of the emotional needs of a team. Embraces curiosity and proactively pursues opportunities that expand and sharpen skill set. Strong enough to lead, and humble enough to be led. Firm believer that small details make big differences. High emotional intelligence and personality type Protagonist ENFJ-T.

Core Competencies

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|---|--|
| <input type="checkbox"/> Agile & Waterfall Project Management | <input type="checkbox"/> Risk Planning & Management |
| <input type="checkbox"/> Budgeting & Procurement | <input type="checkbox"/> Customer Experience Transformation |
| <input type="checkbox"/> Persuasive Communication | <input type="checkbox"/> Proficiency in Asana, Salesforce, Excel |
| <input type="checkbox"/> Process Improvement/Transformation | <input type="checkbox"/> Intermediate Spanish Fluency |
| <input type="checkbox"/> Project and Event Planning & Scoping | <input type="checkbox"/> Performance Management |

PROFESSIONAL EXPERIENCE

Genpact, Houston, TX

Dec 2021- Nov 2023

Process Improvement Consultant

- Managed cross-functional and international teams to deliver quality transformation engagements
- Leveraged existing expertise in sales and commercial processes and Genpact's offerings to consult our clients as a subject matter expert in processes including value chain analytics, lead generation, pricing management, contract management, order management & fulfillment, etc.
- Collaborated with project team members to develop frameworks and insights to address key process improvement, organizational change, and functional strategy development efforts
- Conducted interviews with stakeholders to collect data, identify areas of improvement that directly impact productivity and efficiency, define & analyze business pain points, and identify root causes
- Planned, scheduled, and tracked project deliverables and milestones using Asana, Microsoft project, and internal tools
- Delivered quality projects on-time with close communication internally and externally
- Developed strong customer relationships and translate goals into project opportunities
- Managed weekly and monthly status reports to stakeholders, clients, and team members

Grainger, Houston, TX

Apr 2018-Jan 2022

Commercial Account Manager

- Created and piloted the successful implementation of an Inventory Management solution that was standardized across 16 sites throughout the US and increased customer's annual spend from \$400K to over \$2.8M within 18 months
- Effective account management and pre-planning skills that created a positive seamless customer experience
- Responsible for generating sales growth for 20-25 customer accounts with an average of \$2 to \$3.5M annually

- Revamped customer buying processes to create better ordering systems that reduced inventory waste and item shelf life by over an average of 25%
- Utilized Salesforce to track & perform all the aspects of business daily
- Leveraged relationships to ensure customers increased revenues while cutting costs with continuous improvements and remaining compliant
- Continuously analyzed customer needs and objectives and remained alert and responsive to changing customer environments and industry trends
- Created programs that planned, procured, and reconciled inventory shipping and receiving

Samsung Electronics America, Houston, TX

June 2014- Apr 2018

Sales Manager

- Administered monthly performance reviews to gauge growth and development of sales team
- Awarded first place in Samsung's National Training Meeting Sales Role Play Competition
- Conducted new hire trainings and served as a mentor to ensure their success in the field Managed fourteen Samsung Ambassadors, including coordination, scheduling, training, and day-of management
- Led a sales team of eight employees and received "Highest Samsung Transition" award
- Conducted district wide new hire trainings across carriers to positively influence, educate, and create brand loyalty within retail sales associates
- Consistently implemented sales programs that increased revenue in over 75% of assigned territory
- Presented business plans and proposals to management and C-level business customers to gain market share

AT&T, Houston, TX

Dec 2012- July 2014

Corporate Account Manager

- Top graduate of AT&T's Business Sales Leadership Development Program (BSLDP) Class of May 2013
- Actively recruited, interviewed, and trained applicants for retail and B2B sales roles
- Prepared professional business proposals and executed presentations effectively to C-Level executives and IT managers
- Served as business sales manager for AT&T corporate retail stores by conducting trainings, tracking business transactions and leads made at the assigned corporate store locations
- Uncovered and generated new sales among existing business customers while continually uncovering new leads with new customers
- Developed and maintained long-term relationships with accounts and operated as the point of contact for assigned business customers

EDUCATION

Bachelor of Business Administration in Marketing, Magna Cum Laude, 3.78

May 2011

Kennesaw State University

Health & Life Coaching Dual Certification, Health Coach Institute

Nov 2020

GOOGLE PROJECT MANAGEMENT CERTIFICATE

June 2022

Projects

WAM- WORK ACTIVITY MAPPING (THE COCA COLA COMPANY, TCCC) Consulted with a cross functional team to map and transform the reimbursement process of bottlers across the US and LATAM.

SALES PROCESS IMPROVEMENT (PAYPAL) Served as an SME to interview different levels of management and sales team to gain an understanding and map all steps involved in the current sales process and implement an improved, more productive, and efficient process to be standardized across all regions.