Highly accomplished and motivated sales and operations manager and trainer with a track record of success in identifying and maximizing business opportunities while proactively developing strong employee and client relations. Goal-driven professional with superior relationship development, communication, problem-solving and negotiation skills.

**Core Competencies**

|  |  |
| --- | --- |
| * **Key Account Management** * **Business Development** * **Sales Presentation and Negotiations** * **International Business Practices** * **Project Management / New Product Launch** | * **Organizational Leadership and Team Building** * **Data Organization and Analytics** * **Strategic Planning and Implementation** * **Communication Adaptability** * **Sales Training & Assessment** |

**Professional Experience**

**Green Charge Networks** | Santa Clara, CA

**Enablement Consultant May 2017 - Present**

**Sales Training & Enablement Manager** **July 2016–April 2017**

Own the initiatives to create programs, processes and tools to help the Green Charge Networks’ sales team sell more, be more productive, and reduce ramp time of new sales team members. Act as a liaison between the sales team with stakeholders of all other departments to reduce bottlenecks and inconsistencies in the sales process.

* Developed and implemented the company’s Sales Onboarding Program.
  + Established 30-60-90 day objectives for new reps. Measurement and certification of essential knowledge. throughout the onboarding schedule to track progress and modify as necessary to best coach the individual reps.
  + Decreased the sales onboarding process time frame by 40%
  + Modified the Sales onboarding program to implement a general onboarding program for employees outside of the sales dept.
* Strategize with the sales team and sales leadership to understand our key development needs.
  + Design Sales and Customer Success training programs and delivery framework. (Internal & External - Channel Partners)
  + Developed targeted training based on areas that need improvement for individual reps.
  + Developed/Co-developed sales tools. (general pitch deck, FAQ, case studies repository, Discovery questions repository, Safety Materials repository, minimum project parameters, etc.)
* Created a library for all sales training material & tools to live for intracompany easy access.
* Provided quarterly executive summaries on progress, observations and the schedule ahead to maximize awareness of development progress.
* Developed/Co-Developed operational processes to transform our ad hoc environment to a more organized structure. (Prioritization of the use of analyst resources, prioritization of the use of legal resources, credit review timing in the sales cycle, etc.)
* Revamped our inside sales compensation plan to target more attractive projects for the company.

**Dataphor Corp. (Subsidiary of Ninestar Image Tech)** | South San Francisco, CA

**Senior Manager, Sales & Operations** **October 2012-July 2016  
 Account Executive December 2011-October 2012**

Managed an expanding sales team of multi-national professionals calling on distributors and dealers across North, Central and South America. Responsible for executive level meetings and relationships with all partners to develop marketing plans and grow sales.

* Preside over C-Level and executive meetings externally to close deals and internally to develop business strategies.
  + Created and managed multi-million dollar domestic and international client portfolios.
  + Negotiates product pricing and vendor/buyer agreement terms.
  + After-sales services; cooperates with engineer and quality control team for troubleshooting and conflict management when needed.
* Revamped old and designed new processes that increased opportunity win rate by 40%.
  + Increased sales revenue growth from Jan 2012 – Dec 2015 by 75%.
* Conducts internal forecasting to set quarterly and annual goals.
  + Create annual budget and monitoring of operational expenses based on sales revenue forecast.
  + Prepares financial reports and monitor client’s A/R.
* Coordinates communication between sales team and all overseas departments and executives.
  + Coordinates the logistic process between China HQ and clients.
  + Provides strategic advice to marketing team for new and existing campaigns.
* Optimizes team performance and monitoring of performance metrics.
  + Performs individual and group reviews, holds discussion of new ideas and strategies, and aligning clients to compatible reps; Hiring and screening of new staff when necessary.
  + Implemented and trained sales team on sales and negotiation tactics, Quickbooks software and Method CRM Tool.
  + Monitors patterns and trends for industry needs. Predicts next “Hot Product” for first-to-market advantage.

**EMW Inc.** | San Francisco, CA

**Sales Team Leader** **March** **2011–September 2011**

Contracted sales service to conduct business to consumer sales in a residential environment for Fortune 500 companies, such as AT&T, Verizon and Comcast.

* Built and trained a small sales team to hit and exceed weekly quotas.
* Developed and maintained positive working relationships and provided support to the team.
* Admin duties such as filing, data entry, etc.

**Marriot hotels** | Burlingame, CA

**Room Service Operator** **September** **2006–March 2012**

Lead responsible for training new employees, making sure processes were in place, and interacting with management and ownership groups.

* Ensured guests received highest quality in-room food and beverage dining experience, service, and quality of food.

**Memberships and Activities**

**Asian American Donor Program** | Alameda, CA

**Volunteer October 2007-August2011**

Collect DNA samples to increase database of possible bone marrow donors.

**Western pyrotechnics association** | Castle Rock, CO

**Volunteer September 2015-Present**

Provides training on manufacturing processes and upholds safety regulations at sanctioned events.

**Education**

**Bachelor of Science in Business Administration, Major in Management (2006-2010)**

San Francisco State University| San Francisco, CA

Graduated Cum Laude

**Other related Skills**

Microsoft Office Suite (Word, Excel, MS Access, Outlook & PowerPoint) | QuickBooks | SQL (Oracle Database 11G) | CRM (SFDC & Method) | Manage Print Software| Internet Applications | Mac Platform | Bilingual (English & Cantonese)

**References**

Professional and personal references will be provided upon request.

Letters of Recommendation also available upon request.