

Summary

Dynamic and goal-oriented sales professional with extensive experience in driving sales growth and revenue generation strategy in highly competitive markets. Committed to developing strategic sales plans to increase quality dealer enrollments, build relationships, and consult on how to drive sales through cycle to closure while improving business activities. Strong track record in building program practices and processes to create sustainable competitive advantage across multiple demographics and business units.

Skills

- Consultative Sales
- Market Area Management
- Cross-functional Collaboration
- Revenue Generation
- Territory Management
- Relationships Building
- Customer Service
- Solution Implementation
- Direct Communication
- Business Development
- Training & Development
- Quality Dealer Enrollments
- Account Management
- Continuous Improvement

Professional Experience

Capital One December 2021 to Current
Relationship Manager
Downers Grove, IL

- Developed strong partnerships with dealers and sales managers while providing high level customer service.
- Partner successfully with peers and teammates to efficiently achieve individual and mutual goals.
- Made outbound phone calls to dealers to capture business, along with taking inbound calls from dealers to strategically analyze their potential territories.
- Optimize communications skills by creating strategic deals and goals with dealerships over the phone.
- Review structure in underwriting and funding.

East Aurora School District 131 August 2019 to December 2021
Substitute Teacher
Aurora, IL

- Provide program support for ESL/ESOL, high school Spanish teachers, ensuring continuity of lesson plan activities with greater impacts on students.
- Manage classroom activities to promote a healthy and enabling environment for all learners.
- Selected as a long-term substitute for teachers on maternity and ensure classroom safety standards are met at all times.

FIRST HELP FINANCIAL January 2018 to January 2019
Business Development Representative
Chicago, IL

- Liaised between dealerships and First Help Financial to strengthen clients' relationships and ensure

customer retention, revenue and growth goals.

- Prospected, planned and presented program to new dealerships to boost synergy and promote operational efficiency.
- Facilitated business development initiatives by maintaining effective relationship with managers and owners of dealerships while brightening future business opportunities.
- Collaborated with credit analyst on application while helping funding team to make sure deals get finalized with maximum ROI.

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January 2017 to January 2017

Sales Associate

Las Vegas, NV

- Reviewed and analyzed clients' needs while developing value-based recommendations and solutions based on customer needs to ensure uninterrupted customer satisfaction.
- Collaborated with Sales and Finance Managers to complete the sales process.
- Translated legal documentation from English to Spanish.

NICOR GAS

January 2016 to January 2017

Marketing & Outreach Representative

Naperville, IL

- Analyzed reports; discovered recurring setbacks and developed strategy to change the narratives and expand market outreach for further organizational growth.
- Managed employee schedules and promoted various programs for Nicor customers to enhance client engagement and impactful marketing operations.
- Discovered system errors before customer knowledge to expedite processes for best possible marketing experience.

VALLEY HONDA

January 2014 to January 2016

Sales Associate

Aurora, IL

- Initiated and completed sales for a vehicle purchase while assuring customer satisfaction after vehicle purchase with follow-up and after sales services.
- Followed up with new and existing inquiries to provide ongoing customer service while implementing best practices for all phases of the customer lifecycle.

Education and Training

AURORA UNIVERSITY

January 2014

Bachelor of Arts: Communications

Aurora, IL

Languages

- Bilingual, fluent in English and Spanish

Languages

Spanish:

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Native/ Bilingual