

## Profile

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Creative individual passionate about utilizing technology to help streamline daily operations for others, as well as, myself. Thrives from working in a team to utilize and expand upon base skill-sets. Seeks to excel with all challenges in learning new technologies and gaining greater responsibilities.

## Work Experience

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Business Development Manager May 2013 – Current  
The Amaral Group, Cambridge

- Provided technical support and assisted in recommending client IT architectures. Specialized in website and SharePoint development.
- Brought in and managed new accounts as lead account executive. Managed customer success for hundreds of active clients.
- Kept on pulse of the latest (SOHO and enterprise grade) business technology software and hardware.
- Refreshed company branding, web presence, and printed materials which had proven to increase business.
- Generated and closed hundreds of leads/referrals through marketing activities, events, and strategic partnerships.
- Achieved vendor certifications for sales & technical sales services for cloud, development, network, and virtualization technologies.
- Managed over 10 key strategic vendor partnerships to grow business and receive direct referrals worth tens of thousands of dollars in revenue. Sent regular reports and created commission structure.
- Revitalized HR; developed/managed all SOPs, order processing/management workflows, and the talent acquisition process.

Certified Print Professional August 2012 – June 2013  
Staples, Cambridge

- Worked in high volume successfully providing service to hundreds of customers weekly.
- Effectively worked as part of a team to learn to produce high quality print and marketing materials for a wide demographic of individuals and businesses.
- Awarded employee of the month 8/12.
- Received multiple customer calls to headquarters commending my service. Including one handwritten note.

Sales Associate February 2012 – August 2012  
Staples, Somerville

- Awarded Employee of the month twice.
- Lead Staples to achieve top district "Item of the Month" sales goals for three consecutive months.
- Achieved high volume regional sales marks for store issued technology warranties.

Receptionist November 2011 – October 2012  
VIM Fitness Spa and Salon

- Interacted diligently with customers in various settings, from; consultations, deadlines, high volume, e-mail and telecommunication.
- Provided excellent customer service; answering calls and selling gym memberships.

## Technological Skills

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Mastery: Adobe Photoshop, Adobe Illustrator, Adobe Premier, WordPress, Joomla, CSS, HTML, Microsoft Office Suite (including O365), Digium VoIP Administration, and VIZIO.

Proficient in: VoIP phone systems, TrendMicro SPC, SugarCRM, SalesFore, SharePoint Online, and SpiceWorks.

Sufficient in: ConstantContact, AutoCAD, AutoDesk Inventor, SolidWorks, Resolume Arena, and Adobe After Effects.

## General Skills

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Mastery: Web Design, Graphic Design, Technical Writing, Helpdesk Administration, Marketing, and Written and Oral Communication.

Proficient in: Sales, Marketing Strategy, and Proposal Writing

Sufficient in: Helpdesk Administration, Lead Generation, Cold Calling, and Time Management.

## Education

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Northeastern University Spring 2014 - Current  
(In progress) Bachelors of Science: Computer Engineering Technology

## References

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Available upon request. Please ask about work samples.