

# Claudia Jensen

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## Sales / Account Management

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Energetic and goal-oriented sales professional with verifiable record of top performance. Excellent presentation, negotiation, and closing skills resulting in significant account growth in fiercely competitive market. Demonstrated ability to establish rapport with people from diverse backgrounds and cultures. Proficient skills in Microsoft Office applications.

## Areas of Expertise

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- B2B Sales
- Relationship Management
- Account Retention and Growth
- Cold Calling / Prospecting
- Executive Presentations
- New Business Development
- Tradeshow Strategies
- Territory Development

## Employment History

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ABC OFFICE SOLUTIONS – New York, NY 2002 to 2007

### **Outside Sales Representative**

Managed sales efforts for this \$50 million manufacturer of data center furniture solutions.

- Exceeded sales quota by 15% to 20% every year.
- Generated the highest sales volume in region (of 35 sales representatives) for three consecutive years by aggressively marketing to and opening new accounts.
- Salvaged a languishing account by establishing rapport, conducting a thorough needs analysis, and presenting dynamic product demonstrations; account now worth 8 percent of company's annual sales volume.
- Collaborated with marketing manager to develop content for solution-focused FAQ page for corporate website.

### **Customer Service Representative**

2001 to 2002

- Responded to inquiries from sales representatives and end users regarding product specs and shipping quotes; sought by many significant clients to be their key office contact person.
- Developed and implemented procedure to streamline order processing, resulting in up to a two-day faster response time for order confirmation.
- Promoted to Outside Sales Representative within one year.

## Education

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STATE UNIVERSITY OF NEW YORK AT BINGHAMTON – Binghamton, NY

**Masters in Business Administration** (in progress)

STATE UNIVERSITY OF NEW YORK AT CORTLAND – Cortland, NY

**BA in Psychology, 2000**

Dean's List every semester

GPA: 3.7