



## WORK EXPERIENCE

### CLIENT SUCCESS MANAGER / BUSINESS DEVELOPMENT MANAGER

Callbox, Inc. | October 2021 - July 2024 (2 Years, 9 Months)

- Executed sales strategies, built client relationships, closed deals, and identified market opportunities to drive revenue and client growth.

### FRAUD SPECIALIST 2

Wells Fargo | November 2020 - September 2021 (10 Months)

- Monitored transactions for suspicious activity, conducted investigations, and implemented fraud prevention strategies across customer accounts.

### PRODUCT TRAINER

Alorica | June 2017 - September 2020 (3 Years, 3 Months)

- Designed and delivered training sessions, developed interactive materials, and evaluated performance to improve team productivity and product knowledge.

## SKILLS/AREAS OF EXPERTISE

- Client Management
- Business Development
- Product Trainer

## TECHNOLOGY

- HubSpot
- Google Workspace
- Microsoft office
- LinkedIn
- Salesforce

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