

Full Name

City, State | (123) 456-7890 | name@hotmail.com | LinkedIn.com

Deal Desk Analyst

Detail-oriented professional with a strong background in optimizing deal desk/sales operations and maximizing revenue growth through advanced pricing strategies, discount analysis, product selections, and contract management. Leveraged Salesforce (SFDC), CPQ, ModelN, and JIRA to drive operational efficiency in quoting, partner registrations, and complex deal approvals. Expert in enhancing automation processes and scaling technical support across multiple regions. Resolved business challenges through strategic planning, data analysis, financial modeling, and data-driven decision-making.

CORE COMPETENCIES

Sales Operations | Quoting & Pricing Analysis | Sales & Revenue Forecasting | Deal Structuring | QTC | Cross-Functional Collaboration | Data Quality Assurance | Customer Support | Sales Enablement | Process Improvement | Risk Management | Relationship Building | Data Analysis & Reporting | Communication Strategies | Issues Resolution | Change Management | Training & Development | Sales Incentives & Discounting Strategies | Growth Opportunities | Budgeting | Leads Generation

TECHNICAL SKILLS

SFDC | CPQ | CRM | JIRA | MS Office Suite | SQL | Pythonwin (Python 27) | ModelN | ArcGIS 10.3 | ArcCatalog 10.3 | LP360 | LP360 for ArcGIS | QGIS 2.2.0 | ENVI 5.0 | ERDAS Imagine | Postgres/PostGIS | Praxis MMT Business Simulator | Dinages v5 | Fortran 77

PROFESSIONAL EXPERIENCE

ABC Company | City, State | May 2017 to Jan 2024

DMT Operations Automation Apprenticeship | Enterprise Sales Operations Manager

Feb 2019 – Jan 2024

- Onboarded +25% of new Customer Executives and Sales Engineers across three Regional Directors, assisting with quotes and Salesforce (SFDC) hygiene to ensure seamless operations during a company-wide hiring freeze.
- Received the Director's Award (Q3FY21) and Manager MVP Award (Q4FY22) for delivering exceptional support during periods of high workload by scaling from covering 7 to 17 client executives as a key problem solver.
- Enhanced automation processes and facilitated product onboarding within SFDC, improving operational efficiency and user experience.
- Resolved complex sales process issues, optimized quotes, and streamlined deal management for underperforming teams by collaborating with a senior deal desk analyst, the renewals staff, and partner sales teams.
- Educated customer executives on managing partner-side complexities and the overall sales process, leading to improved deal execution and positive feedback from regional directors.
- Served as the primary point of contact for the sales team, addressing deal-related inquiries and ensuring accuracy in partner registrations, product selections, and discount structures.

Inside Account Manager – LATAM

Aug 2017 – Feb 2019

- Drove a 23% increase in sales pipeline, a 23% rise in average selling price, and a 29% growth in sales opportunities through accurate sales forecasting, targeted customer engagement, and product adoption strategies aligned with customer needs and security objectives.
- Cultivated strong customer relationships by delivering exceptional customer service and elevating their experience, contributing to revenue growth and enhanced customer loyalty.
- Facilitated partner-driven expansion efforts to propel business growth with sales, marketing, support, product, and engineering teams.
- Sourced, evaluated, and managed high volumes of inbound customer requests and leads in Salesforce, leading to order placements and sales closures.

Business Development Representative

May 2017 – Aug 2017

- Established a consistent pipeline of Tele Qualified Leads for transfer to inside sales teams by prospecting and qualifying leads using the sales model.
- Collaborated with inside sales representatives, sales engineers, and product specialists to address technical concerns and enhance the customer experience, contributing to improved lead conversion rates.
- Overcame challenges in the LATAM market by customizing communication strategies for small businesses, emphasizing the ROI and security benefits of solutions, that strengthened brand trust and fostered customer engagement.

Geographic Information System (GIS) Researcher

Jan 2016 – Jun 2017

- Executed supervised classification of satellite imagery utilizing the Maximum Likelihood Classification Method to identify water bodies in Dallas, TX, by analyzing pixel spectral data and adjusting brightness ranges for improved overall detection efficiency.
- Partnered with Tennessee Tech University to integrate aerial and satellite remote sensing data, creating density maps and simulations to enhance flood prediction for emergency response from May 4 to June 22, 2015.
- Refined flood prediction models and strengthened disaster response strategies by incorporating satellite imagery from WorldView 3 and Landsat 8, along with aerial data from CAP Images.
- Classified vertical aerial images with minimal discrepancies from FEMA-approved floodplain features in Dallas, identifying challenges with oblique images and anticipating improvements with enhanced geo-rectified data.

Career Gap: Relocation & Education

Nov 2011 – Dec 2015

- Relocated to the US from Spain, in 2011. Pursued a Master’s Degree at Penn State University in 2013, completing a capstone project on “Fusion of Satellite and Contributed Aerial Images for Flood Assessment.”
- Worked as a Personal Trainer at the YMCA in Austin, TX, from February 2014 until receiving permanent residency in late 2016, while actively seeking employment in the tech industry.

Geographic Information System (GIS) Analyst

May 2006 – Oct 2011

- Planned and executed the Alberca project within the User Help Desk framework to enhance water resource management.
- Provided technical support to local User Attention Centers on GIS tool usage across various confederations, resolved cartographic challenges for GIS inquiries, and enhanced user satisfaction through targeted training sessions on proprietary GIS software (Dinages v5) and best practices.
- Created precise maps and defined water resources using Geographic Information System (GIS) technology, ensuring compliance and enhancing data integrity for the Spanish Ministry of Environment.
- Generated cartography control reports by assessing digitization techniques used by hydrographic organizations, ensuring data accuracy for uploads to the Water Register, and enhancing quality control measures.

ADDITIONAL EXPERIENCE

- GIS Technician** | Aurensis S.L., Madrid, Spain
- Customer Support Manager** | Praxis MMT Corp., El Escorial, Spain
- Photo interpreter** | Tragsatec S.A., Madrid, Spain
- GIS Technician** | Indra Espacio S.A., San Fernando de Henares, Spain
- Junior Programmer** | Indra Sistemas S.A., Madrid, Spain

EDUCATION

- Master of Geographic Information Systems** | Pennsylvania State University
- PhD in Astrophysics & Atmospheric Sciences** (Completed the First Year) | Universidad Complutense de Madrid (UCM)
- Bachelor of Science (BS) in Mathematics; Minor in Astronomy & Geodesy** | Universidad Complutense de Madrid (UCM)

CERTIFICATIONS

- Geospatial Intelligence (GEOINT) Analyst Certificate** | Pennsylvania State University
- Certified Personal Trainer (NASM-CPT)** | National Academy of Sports Medicine (NASM)
- Certified Nutrition Coach** | National Academy of Sports Medicine (NASM)

AWARDS & RECOGNITIONS

Received the **Director’s Award** (Q3FY21) | **Manager MVP Award** (Q4FY22) | VMware

LANGUAGES

English (Fluent) | **Spanish** (Fluent)