

Onalee Tierrablanca

Sales Support Specialist

Profile

Results-driven Sales Support Specialist with 1 year of experience providing exceptional assistance to sales teams in driving revenue growth and client retention. Proficient in CRM software, data analysis, and sales strategy development. Adept at creating positive customer experiences, fostering strong client relationships, and streamlining sales processes. Committed to delivering top-notch support and contributing to the overall success of the organization.

Employment History

Sales Support Specialist at Cognate Bioservices, MD

Apr 2023 - Present

- Successfully increased sales revenue by 25% within the first year by streamlining sales processes and implementing effective sales strategies, contributing significantly to Cognate Bioservices' growth in the Maryland market.
- Managed and resolved over 500 client inquiries and issues per quarter, achieving a 95% customer satisfaction rate and strengthening long-term relationships with key clients.
- Coordinated and executed 10+ product demonstrations and training sessions for clients, resulting in a 30% increase in product adoption and a 20% boost in upselling opportunities.

Junior Sales Support Specialist at DAP Products Inc., MD

Jul 2022 - Mar 2023

- Successfully assisted in closing a \$1.5 million deal with a major distributor, resulting in a 20% increase in annual revenue for DAP Products Inc., MD.
- Streamlined the sales support process by implementing a new CRM system, leading to a 35% reduction in response time for customer inquiries and a 15% increase in overall customer satisfaction.
- Developed and maintained relationships with 50+ key clients, contributing to a 10% growth in repeat business and a 25% increase in referral sales for the company.

Education

Associate of Applied Science in Sales and Marketing at Montgomery College, Rockville, MD

Aug 2017 - May 2022

Relevant Coursework: Principles of Marketing, Consumer Behavior, Sales Techniques, Advertising and Promotion, Social Media Marketing, Market Research, Business Communications, and Retail Management.

Certificates

Salesforce Certified Administrator

Apr 2022

Details

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Links

[linkedin.com/in/onaleetierrablanca](https://www.linkedin.com/in/onaleetierrablanca)

Skills

CRM proficiency

Data analysis

Pipeline management

Salesforce expertise

Lead generation

Market research

Presentation development

Languages

English

Japanese

Hobbies

Photography

Gardening

Cooking