



Clients Served

ClearChoice
Bosley Medical
Scientific Image Management
Nestle Corporation
North Castle Partners

Technology Background

Technology Skills

Salesforce, Microsoft Word, Excel, Outlook, PowerPoint, Publisher, Talk fusion video media, CRM Systems: Sonic, Quick books, Deacon, Dentrix and Med iSOFT, TMS. ETIME, Windent, Siebel

Sales Training

RainMaker 2016 San Francisco, CA,
Landmark Education 2009 San Jose, CA
Business Training Academy 2007 San Jose, CA
Grant Cardone University Online Sales/Objections
Sales B2B/B2C Gatekeeper Objections
Phone calls
Motivational Interviewing training

Certifications

How to handle fear patients & Clients
Fear Patient / Clients Training 2008
Palo Alto, CA

Activities and Honors

Leadership Award - 2015
Lynda.com Membership
Thrivecourses.com - Member
Latina Artist of the Year 2000
UCLA Alumni, Univision,
Universal Studios

Education

Healthcare Billing / Coding / Administration
Bryman College Medical Insurance Billing and Coding Specialists 2002
San Francisco, CA, USA

City College of San Francisco
Bachelor of Science: Business Administration, San Francisco, CA – current

Professional Experience

Senior Sales Counselor / Account Manager
Bosley Medical

San Francisco, CA
Jun 2016 to Current

Accomplishments

- March 238K Revenue hitting goal and bonuses Total revenue for Center \$448K.
- Booked 4 - 5 Procedure in 1 day Average 3-5 daily).
- 20-30 follow up calls daily.
- Gather and process financial applications and results.
- Support client with financial options (CareCredit, Lending Club, HFD).
- Presentations of service, products and center.
- Meeting with potential patients to discuss our dental implant solution.
- Assisting potential patients in the decision-making process.
- Develop and maintain relationship with potential and current patients.
- Meeting new patient development targets.
- Using Salesforce to maintain records of completed transactions.
- 20-30 calls daily follow up, care calls, asked for referrals.
- Participate, as needed in the local outbound marketing efforts.
- Manage accounts and referral-based lead generation process.
- Reporting information quarterly to upper management.

Sale Consultant Lead
ClearChoice Dental Implant Center

Daly City, CA
Feb 2015 to Jun 2016

- Close Rate 29.7% 32.1% 25.8% 41.2% 30.95%
- \$4312 (Company's average \$4500)
- Promoted to Full Time PEC Nov 11th
- Sold total \$1,420,400.00 first 4 months
- Collected \$ 715,517.00 total
- AVERAGE SALES 180-200K through Nov., Dec., Jan., Feb.,
- Account managing financials and metrics, process
- Meeting with potential patients to discuss our dental implant solution
- Assisting potential patients in the decision-making process utilizing the Clear Choice consult process
- Developed and maintained relationships with potential and current Clear Choice patients
- Ensured a smooth handoff between consult and treatment
- Met new patient development targets
- Used Salesforce for metrics and process to Report weekly, quarterly and year metrics
- Attended 4 times a year trainings and conferences
- Networking events: lunches, after hours

**Sales Director**

Jenny Craig /Curves Corporation North Castle Partners

San Bruno, CA

Aug 2012 to Feb 2015

- Leadership award August 2014 - Excellence in leadership award presented by Jenny Craig.
- Recognitions of achievement in hitting quota for 60% of the year 2013 and 2014 treading 70%.
- Awarded for Quarter- July, August, September 2014 for Top Active growth,
- Top Active retention of client at 100%
- Top deposit for YOY and Month over month
- Client retention award 3rd quarter 100%
- Award for hitting Quota 110% December 2014- Top Active, UNS and Retention Responsibilities
- Manage relationships with clients through following up and excellent customer service (VIP)
- Outside Sales Marketing B2B and B2C.
- Train for all sales calls such as Lead calls (Warm and Cold markets), UNS (Unique New Sales), new promotions, customer service, local marketing calls (B2B)
- Setting goals Metrix YOY fiscal, Monthly, quarterly, Weekly (Beat your week, month and yearly)
- Consultations with pre-existing clients, RTA (Return to Active) clients,
- Consultants through focus one on one and Team Meetings
- Manage team by motivational interviewing techniques, coaching, counseling,
- Focused meeting and employee reviews
- Recruiting, selecting (Hire for attitude approach) and training employees
- Delegate work to team and develop the leader within each staff member in their position
- Maintain high levels of client / patient satisfaction VIP customer service
- Attain promptly to inquiries and complaints
- Analyze office financials P&L, Metrix reports quarterly, monthly and yearly
- Responsible for Local Marketing and promotional programs to staff and client/patients
- Facilitate weekly meetings with creativity and passion
- Send out Report performance information weekly and monthly to direct Market Director

Sales Manager/ Lead Sales Consultant

Lifestyle Lift Scientific Image Center Management, Inc

San Mateo, CA

Oct 2007 to Feb 2012

- Top Lead Sales Consultant Regional Northern California - 2010 & 2011
- Top Sales Consultant - March 2010 (Lifestyle Lift ® Centers in U.S A)
- Generated increase in Sales/Revenue of \$966,200.00 Period: Sept 2009 - May 2010
- Average Closing rate 65% - 98% Monthly
- Completed offsite in-depth Lifestyle Lift training from procedures to maximizing client/customer satisfaction
- Responsibilities Engaged in face-to-face consultations with clients providing education on procedures and process/
- Helped Patients in the decision making process
- Conduct all follow up calls, leads, referrals, Hot leads, Cold and Warm market



-
- Defined client needs, Pain Points, concerns, fears and translated to team for efficient and effective patient care
 - Managed financial options, surgery agreements, opened new accounts utilizing vendor credit resources
 - Managed patient/doctor workflow via preparation of charts and station preps
 - Managed collection of payments and daily balancing Office administration via front desk supervision and procurement of office and facilities supplies