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**Location:**La Plata, MD

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**Resume:**

Sabre Chase

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Glen Burnie, MD 21061

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SUMMARY OF QUALIFICATIONS

I have 15 years of experience working within dynamic environments using technology to meet the demands of customers’ requirements to fill gaps by use of technology, experience with being a liaison coordinating internal ecosystems and external resources to meet goals while supporting a multitude of vertical markets, driving improvements, and meeting milestones quarterly and annually. My experience provides a fresh perspective on reaching goals for the business and our customers alike. SUMMARY OF SKILLS

As a nationally recognized high performer with a proven track record of success in prospecting, selling sophisticated and complex solutions to new and existing accounts; experiences include but are not limited to closing: Hosted and Integrated VoIP (Voice over IP) Systems, Managed Web Hosting, Ethernet and Internet Dedicated Services, Data Center Services for Colocation, Fully Managed Dedicated IP/VPN networks, MPLS (MULTIPROTOCOL LABEL SWITCHING) solutions with network and CPE (Customer Premise Equipment) management, Private Line and International Private Line solutions, and Verizon Telco services. Lumen’s refresher training includes a multitude of modules completed via SuccessFactors

ACCOMPLISHMENTS

Lumen Technologies/ Formerly CenturyLink, Monroe, LA Account Manager II, Sales Overlay Specialized November 2018 – January 2023 In my specialized role, my duties consist of managing deliverables, prioritizing actions, documenting, and providing feedback to the business to improve process and inform the ecosystem of any modifications to processes that may take place for the East Region of the USA for Lumen Technologies.

● Sales Overlay for UC&C (Unified Communications and Collaboration) Conducted discovery and analysis of our ecosystem and recommended the best solutions to fill the technological gap that exists for our customers.

● Aligned our service delivery model to meet the needs of our customers and ensure they realize the full value and support we provide for their investment.

● Assisted our customers achieve digital transformation, minimizing the risk of downtime and disruption, and enabling stakeholders to make an automated data business decision.

● Strategized across our departments to add resources utilizing industry best practices to review, analyze, and act on data. Our services include comprehensive network and IT services to assist our end-users to reach their goals.

● Partnered with vendors and clients to manage the delivery and usage of the supported products.

● Recommended changes to Product Management when issues arise for the end-user during installation.

● Generated 128% of newly booked Growth revenue for the year 2021.

● Generated 121% of newly booked Growth revenue for the year 2020. CenturyLink, Monroe, LA

Technical Support, IT Operations January 2016 to November 2018

● Provided advance support to end-users for PC hardware, operating systems, software applications, peripherals, and installations.

● Interacted with end-user to diagnose and troubleshoot problems through discussion to restore service and/or identify and correct problems for voice, data, Prism TV and Satellite services.

● Provided excellent communication and exhibited exceptional customer service skills.

● Assisted with the configuration of consumers Internet, Voice, or Prism TV services.

● Provide Tier 1 and 2 technical support and upgrade consumers’ services when necessary. Escalated issues when applicable.

● Determined software or system functionality specifications by analysis of techniques and procedures with the end-user.

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● Designed, documented, and tested the creation or modification of computer programs as well as supplied recommendations based upon our acceptable use policies.

● Created tickets escalated to IT Operational Support 1 who provides resolution using SQL querying skills.

● Managed call queues and updated tickets when necessary.

● Created and maintained reports via the reporting tools available within collection applications.

● On average, incoming call volume was forty calls per day personally with an average hold time under 420 seconds (about 7 minutes) month over month beating company standards. Elite Fitness Tours, LLC, Towson, MD

President and Partner, August 2012 to October 2016

● Managed a team of trainers to lead guided fitness tours within the cities of operation.

● Negotiated strategic partnerships to build out the company within the Four Seasons and Lord Baltimore Hotels.

● Featured on NBC Universal’s Today Show: http://www.today.com/health/get-moving-become-tourist- your-own-town-2D79420067

Articles and features on Elite Fitness Tours produced by the following newsprint and media outlets are viewable via links below:

Forbes.com Examiner.com

USA Today Weight Watchers

Men’s Health New York Post

Cosmopolitan Magazine for Latinas MomTrends.com

Boston Globe Houston Woman Magazine

amNY ShermansTravels

WBAL Television Station The Washington Post

GL Magazine, Baltimore, MD

Sales Manager and Account Executive, January 2012 to February 2014

● Made GL Magazine profitable by selling advertising to new and existing advertisers.

● Managed the selling of $68,000 in sponsorships for our annual event with over 30,000 attendees. Cogent Communications, Vienna, VA

Global Account Manager III, October 2009 to December 2011

● Responsible for selling IP and colocation services and assisting new trainees’ close new business.

● Fast start award – achieved 138% of quota within my first month.

● Fast start award – achieved 124% of quota December 2009.

● April 2010 – Unit bonus and VP (Vice President) recognition for exemplary performance. Verizon Business, Ashburn, VA

Team Lead - Sr. Customer Account Manager III, October 2005 to September 2009

● Sold telecom services to an account base consisting of between 200 - 400 accounts. Annual combined quota for Growth, CPE, and Renewals totals $1.1 M.

● 1st Quarter top sales award winner and obtained 134% of objectives for Q1.

● 2nd Quarter Most Valuable Employee exceeding 105% in Growth and 100% of CPE quota.

● Generated 405% of newly booked Growth revenue of August 2008 quota.

● Generated 469% of quota for Core by maintaining existing customer base.

● Completed 2007 over 100% of plan & Diamond Club winner. Sabre Chase

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MindFinders, Inc., Washington, DC

Recruitment Manager, July 2004 to October 2005

● Managed relationships between the Department of Health and Human Services, Department of Commerce, and Department of Housing and Urban Development to win their bid to provide staffing services for permanent placement and contract employment.

● Filled senior level IT (Information Technology) positions for both Georgetown University and IBM’s IT department. Liquidity Services, Inc., Washington, DC

Sales Manager, March 2003 to July 2004

● Top Sales Executive for Liquidity Services, Inc.

● Generated the highest number of revenue generated auctions in our division.

● Average sale of $4,800

● Total revenue of $576,000

Fairfield Resorts, Inc., Alexandria, VA

Sr. Sales Executive, January 2002 to July 2003

● Achieved highest closing average per guest ratio selling vacation ownership packages.

● Sold a total of 64 travel packages.

● Generated more than $700,000 in vacation packages to clients. WorldCom/UUNet Technologies, Inc., Ashburn, VA

Hosting Sales Specialist II, Majors & National Accounts, December 2000 to December 2002

● Achieved annual quota by 135% within WCOM's Web Hosting and Colocation Department, West Territory.

● Teamed and supported over 400 Account Executives in the field to win new business for WCOM.

● Cold called prospects to reach target audience to qualify and present solutions. UUNet Technologies, Ashburn, VA

Web Hosting Specialist, October 2000 to November 2001

● Helped in the creation of the Master Service Agreement that incorporate SLAs (Service Level Agreements) between UUNet’s and Digex’s backbone for Managed Hosting Service along with the Legal Counsel of UUNet and Digex formerly Intermedia.

● Sold Managed Web Hosting and Colocation Services to existing customer base and to new logos. Association for Information and Image Management International, Silver Spring, MD Account Manager, Midwest Region, November 1998 to July 2000

● Achieved quota by 105% after generating 3.8M dollars in sales during 1999 with the average sale being $115,000.00 annually.

● Maintained relationships between our corporate office and our exhibitors, customers, and membership subscribers.

● Developed marketing opportunities for exhibitors to reach their target audience by implementing on-line banner advertisements for AIIM's website.

Washingtonpost.Newsweek Interactive (A division of the Washington Post Co.) Internet Business Advisor/Marketing, December 1997 to September 1999

● Surpassed sales quota by 121% with the average sale in conjunction with print media being $159,600.00 annually.

● Led the sales team in sales for 7 consecutive months.

● Educated staff and customers by training, giving presentations, and providing support about on-line advertising on www.washingtonpost.com.

● Managed the production team consisting of 5 people to produce media campaigns in a timely manner. Sabre Chase

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EDUCATION

University of Maryland University College, Adelphi, MD Business Management, 2010 - 2014

Graduate of NAPSR™’s Pharmacology/Pharmaceutical Sales Training Program Certified National Pharmaceutical Representative

CNPR™ License Number (615422014), September 2014

American University, Washington, DC

Pre-Law

Vice President – Student government association

Men’s basketball team member

ORGANIZATIONAL BOARDS

B'more Film and Arts League 2014

Visit Baltimore, Tourism Board of Baltimore since 2012 REFERENCES

1. Rosio Alvarez, Chief Information Officer, Lawrence Berkeley National Laboratory, (510) 219-1028 2. Kevin Blachard, Engineer, Apple, Inc., (703) 403-6105 3. Jarod Keren, President, IP Mover, (703) 338-3584 4. Gary Wolnitzek, Executive Director, GL Magazine, (443) 635-9527