# tess underwood

### summary

#### Results-oriented, self-motivated, and driven Sales Leader with a focus on technology and its applications. Highly adaptable, tenacious, problem-solver, and love for learning. Proven success in quickly penetrating new and challenging territories while exceeding set goals.

### highlights

#### Pre-Sales - 2019 – 2022, Lead Team in highest sales (pre-sales)– when partnering with Sales

#### In 2017-2018, received Award for outstanding performance. Was ranked #1 on Team.

#### In 2016, consistently exceeded quarterly sales goals by up to 25%.

#### Exceeded 2013 – 2014 annual sales quota by 52%.

#### Admissions: Earned a Top Performer title as an Admissions Recruiter in 2011

#### Won 2005 “Salesperson Of the Year Award”

#### Won 2004 “Rookie of the Year Award”

#### Grew territory from $25M in 2003 to $215M in 2008; exceeding the $10M yearly goal by up to 300%.

#### Penetrated sales territory by being added to over 50 schools’ Preferred Lender List within 2 years, surpassing corporate assigned goal of approximately 10 additions annually.

#### Was elected to serve on Executive Board in 2004 -2005 as GASFAA’s (industry professional association)

#### Newsletter Editor.

#### Served as Newsletter Editor to create FABSAA’s first Newsletter, FABSAA Footprint in 2013/2014.

### professional Experience

**COMCAST BUSINESS 07/2022 – PRESENT**

**Enterprise Account Executive**

#### Sell Comcast advance solutions such as: Managed Services, Unified Threat Management (UTM), Endpoint Detection & Response (EDR), SD-WAN and Firewall Services to Fiber-Optic Customers.

#### Work closely with Network Engineering Team to identify requirements and to ensure successful implementation.

#### Create and deliver customized online & face-to-face sales presentations to Customers.

#### Committed to on-going learning of the latest Comcast products and industry offerings.

#### Develop sales territory, including cultivation of local partnerships.

#### Use of consultative selling style to build long-term relationships.

#### Actively generates new leads with targeted businesses through various prospecting activities – such as cold calling, emails, customer referrals and partner relationships.

#### Successfully works with internal teams – Engineering, SMEs, Project Management, Finance and Support Teams - to ensure optimal service experience to Customers.

#### Use of Microsoft Office Applications & Salesforce CRM.

#### Familiarity with Microsoft Security suite of products and services.

#### Travel to client locations.

**STAPLES TECHNOLOGY SOLUTIONS 10/2019 – 07/2022**

**Enterprise Technology Consultant**

#### Sold technology products in bulk to Government and Enterprise customers.

#### Exceed quarterly quotas by 200% within 2 months in role.

#### Receive on-going recognition for outstanding performance.

#### Conduct product presentation to Customers.

#### Familiarity with Microsoft Security suite of products and services.

#### Provide software licensing support to Government and Enterprise Customers.

#### Act as Trusted Advisor with Sellers & Customers on Software Licensing Subscriptions & Renewals – Microsoft, Adobe, Google, and other Cloud services.

#### Provide software recommendation, comparison, and specs to optimize Sellers’ position in winning deals.

#### Ongoing software research to provide optimal Customer & Seller Support.

#### Problem-Solver – Identify software that’s needed & engage appropriate internal teams & resources.

#### Source Software Licensing with preferred vendors.

#### On-going product research to optimize support of Sellers & Customers.

#### Use of Salesforce CRM to quote, track and create opportunities.

**KONICA MINOLTA 06/2017 – 06/2019**

**Major Account Executive**

#### Sale of hardware, software & managed services to new and existing customers.

#### Responsible for all stages of sale – sale, implementation & account management.

#### Use of consultative approach to achieve trusted advisor status with Customer.

#### Present price proposals; conduct presentations providing customized solutions, resolution of issues and solidifying partnerships.

#### Trained Customers on ‘New Product Features’

#### Conducted presentations to Senior Management on specific case studies.

#### Use of Hoovers and D&B Tools to prepare for customer interaction.

#### Identify and build relationships with key individuals involved in decision making processes.

#### Understand Customers’ workflows and requirements.

#### Create and submit forecast and activity reports to senior management.

#### Manage sales opportunity and activities in CRM.

#### Engage with appropriate SMEs and other internal resources for each customer opportunity.

#### Salvage complex relationships by resolving Customer’s issues.

**RICOH USA 09/2015 – 05/2017**

**Account Executive**

#### Sold software and technology solutions to new and current Customers.

#### Ensured Customer retention and the expansion of Ricoh footprint in the account with additional services and solutions.

#### Developed new client contacts, leads, participates in clients' business communication planning.

#### Proposal presentation to Customers.

#### Participated in post-sale delivery and implementation of Ricoh solutions. Serve as primary client contact.

#### Engaged in on-going strategic planning for customer base - identify, evaluate, and create action plan for all clients and prospects.

#### Use of Salesforce CRM to manage activities.

**ACCOUNT CONTROL TECHNOLOGY 10/2012 – 08/2015**

**Regional Account Executive**

#### Sell collection services for federal and non-federal debt types.

#### Establish and maintain relationships with university management levels, using a consultative approach.

#### Exceed 2013 sales goal by over 52% by closing new contracts and increasing organic growth.

#### Track and bid on RFPs for state and private institutions.

#### Complete new client onboarding process.

#### Conduct Power Point presentations to Prospects and Clients.

#### Make cold calls in in prospecting process.

#### In 2013-2014, work with FABSAA Board (Florida state association) as Newsletter Editor.

#### Collaborate with various internal teams - Client Services, Operations and Accounting Departments.

#### Attend and exhibit at state, regional and national conferences.

**CAMPUS MANAGEMENT CORPORATION 05/2011 – 10/2012**

**Account Manager**

#### Sold CRM software to enterprise Customers.

#### Act as Problem Solver by engaging the various internal resources and third-party providers.

#### Project managed new version upgrades, integrations, APIs, and new product installation.

#### Provided product and software updates.

#### Developed and maintain relationships with SIS and CRM Clients.

#### Worked with the Development, Professional Services and Support Departments in providing solutions to Clients.

#### Initiated Support and Development escalations on behalf of the Client.

#### Provided documentation to clients on license increases, product /service quotes, contract renewals and product upgrades.

**SALLIE MAE 03/2003 – 05/2011**

**Regional Account Executive**

#### Sold Federal Loans and software delivery systems to colleges & universities in Georgia, Tennessee & Kentucky.

#### Significantly exceeded yearly sales goals by up to 200%.

#### Conducted presentations to C-level management.

#### Won Rookie of the Year Award in 2004.

#### Won Salesperson of the Year Award in 2006.

#### Received CEO Performance Stock Award for 3 consecutive years for outstanding performance.

#### Built brand awareness which resulted in net new business.

#### Was elected to serve on GASFAA’s Executive Board in 2004-2005 (industry professional association) as Newsletter Editor.

#### Developed sales pipeline and forecast reporting to senior management.

### education

**GEORGIA STATE UNIVERSITY**

**Bachelor of Science, Psychology/Business Administration**