

CAROLINE LEE

Technical Sales Manager

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☎ (123) 456-7890

📍 Redwood City, CA

in [LinkedIn](#)

WORK EXPERIENCE

Technical Sales Manager

Oracle

📅 2023 - current 📍 Redwood City, CA

- Advocated the adoption of HubSpot CRM for nurturing leads, reducing deal close times by an average of 14 days
- Implemented QlikView dashboards for real-time sales data analysis, uncovering trends that **increased cross-sell opportunities by \$220K** within six months
- Developed tailored client solutions using WalkMe, improving product adoption rates by 23% for new SaaS
- Delivered quarterly training sessions using Cisco WebEx, reducing onboarding time for new hires by eight hours

Inside Sales Supervisor

Microsoft

📅 2020 - 2023 📍 Redmond, CA

- Analyzed outbound email campaigns in ActiveCampaign, increasing response rates by 18% in three months
- **Supervised 12 inside sales reps**, contributing to a \$3.7M increase in annual revenue via strategic goal-setting
- Created personalized outreach scripts using Outreach, improving customer call engagement
- Systematized data management using Dropbox, reducing lost client information incidents by half within two months

Technical Sales Representative

Apple Store

📅 2017 - 2020 📍 San Luis Obispo, CA

- Processed large-scale business orders with PandaDoc, cutting proposal turnaround time by 18 hours per month
- Upgraded performance tracking with Jira, reducing project completion delays by 17% and enhancing productivity
- Used Clari for sales pipeline monitoring, **closing nine deals 12% faster** while strengthening customer relationships
- Formulated technical demonstrations for enterprise clients, showcasing solutions that facilitated nine new partnerships

EDUCATION

Bachelor of Science
Industrial Technology

California Polytechnic State University

📅 2013 - 2017

📍 San Luis Obispo, CA

SKILLS

- HubSpot CRM
- Outreach
- ActiveCampaign
- Cisco WebEx
- Jira
- QlikView
- PandaDoc
- Dropbox
- Clari
- WalkMe