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Professional Experience

InterCall, a division of West Corporation

4/12 – Present – **Digital Media Consultant** – Specifically focused on launching our suite of event services product lines. Expert at providing strategy and leadership to teams of two to five: Hunting, qualifying, and nurturing new opportunities within Fortune 100-1000 accounts. My goals (KPIs and Quota) are consistently exceeded and I find and develop opportunities ranging from \$3K up to \$1M in value.

- Working alongside partners, management and product leaders to find the best entry points and timing to carry-out marketing tactics.
- Building relationships with key customers and decision makers, to consultatively guide to solutions that fit their business need, timing, and technical requirements.
- Account analysis, mapping, planning and implementing tactics specific to account strategy, including self-directed metrics that lead to results.
- Identifying key business leaders and business units with high potential to cultivate and initiate relationships.

11/08 –4/12 –**InterCall, National Account Coordinator** – National Accounts - Fortune 1000 Enterprise sales

Work with Global Account Managers in a team environment to strategically grow and expand current business and new opportunities. Provide consultative sales and build relationships to support evolving business initiatives for existing and cold accounts. Consult and train end-users with the goal of promoting expansion of products as well as identify new sales opportunities.

- Provide consultative customer service, fielding questions about using, set-up, and provisioning of new products.
- Successfully exceed activity goals each month to expand existing accounts with new products and up-sell opportunities.
- Responsible for extending the enterprise solution relationship to end-users through consultative education and promotion of new products.
- Experience working with Microsoft, Cisco WebEx, Brainshark, and proprietary platforms as enterprise solutions.
- Systematically and strategically placing cold calls into accounts where there is potential for future business.

Excel Personnel – Administrative and Customer Service - Promotech

3/08 –10/10 – **Pharmaceutical fulfillment company and teledetailing to health care providers.**

Calling on accounts to inform them of new indications/products and invite them to participate in programs. Our calls implement strategies using tools such as conducting surveys, questionnaires, and tele-detailing to health care providers in order to drive participation and sales. Our success is measured in how many health care providers participate in our programs and how many providers are retained for future participation. Participant growth is also considered success in some programs, other programs are limited to a designated amount and growth is limited.

- Calling health care provider offices in order to implement pharmaceutical company account objectives and meet sales goals.
- Met and exceeded our internal goal of 80-150 calls per day, and was top performer at reaching target contact and success per call.
- Special training and care taken for HIPA compliance; focus on accuracy and client retention as well as identifying potential growth opportunities.
- Provided administrative support for a heart/lung manufacturing company in the test marketing division.
- Coordinated all aspects and processes of reconditioned equipment and instrumentation tracking while following quality guidelines and FDA compliance.

H&R Block – Tax Preparation and Office Leader

11/08 – 4/09 – **Tax preparation and consultative community marketing outreach**

Work with H&R Block was fast-paced and energetic and our main focus was to grow our sales by 20% over the previous year, a goal that we met and exceeded. Our team worked closely with our Regional Manager to be informed of changes in strategy, promotion, and solutions over the course of the short tax season. Our leadership objectives were servant oriented and our style of management was supportive as well as consultative. As office leaders it was important to lead by example and provide support by learning the network of our company and working as a large team. This consultative supportive approach was successful and led us to achieve our sales goals for the season.

- Our office met and exceeded our sales goal for tax season '08 and our final sales number increased 20% over previous year.
- Providing leadership to staff members and constant communication about new and on-going sales promotions.
- Coordinating with other tax professionals to solve problems and match customers to appropriate level of expertise.
- New business development contacting neighboring businesses and giving brief public presentations resulting in community awareness and driving sales.
- Scheduling of staff to obtain sales goals and administrative organizational support for our office space including supplies and computer support.

Quest Reliability, LLC – Administrative and Customer Support

3/07 – 1/08 – **Office Administrator**

This company specializes in the fields of mechanical and structural integrity an engineering specialty that measures the strength or vulnerability of machinery, pressure vessels, storage vessels, or pipeline facilities. As the Office Administrator my role was to provide administrative support to the Operations Manager by performing administrative tasks and general office duties.

- Compiled and organized two reference libraries for computer software documentation as well as an Engineering reference library.
- Complete inventory and tracking of computer equipment and documentation of software license information for each desktop.
- Tracking of customer marketing and fulfillment educational software purchases.
- Coordination of proposal and contract documentation using a SAGE CRM database.
- Editing and final preparation of client reports as well as dissemination of team information.
- Preparation of marketing materials, ordering office supplies, and general office functions such as filing, faxing, scanning.

Education

University of Colorado at Boulder School of Design and Planning – Bachelor of Arts