
SALES ANALYST RESUME

Summary:

An exceptional individual who has a track record in preparing sales forecasts, collects and analyzes data to evaluate current sales goals in the team; knowledge in researches and evaluations in the current economic conditions that may affect the organization's ability to sell its products and services in the industry; assists in the development of sales quotas and forecasts for the sales team; recommends changes to current sales techniques and ideas, procedures or promotional efforts based on market research and new trends in the industries nowadays; familiar with standard concepts, practices, and procedures within the particular field; relies on limited experience and judgment to plan and accomplish its goals; works under general supervision and under pressure

Professional Experience:

Sales Analyst January 2007 – Present
Iron Mountain Sales & Marketing BOSTON, MA US

- Collected data from key metrics sources on defined schedules required
- Combined data sources as necessary through analysis tools using MS Excel
- Administered & collected data from surveys collected
- Coordinated with owners of company metrics to ensure consistency on key performance measures
- Designed and documented the processes of metrics production
- Facilitated discussions on target setting and controlled the groups in a team
- Compiled and distributed conclusions into executive materials such as presentations and boot camp activities

Inside Sales Analyst May 2004 – December 2006
Iron Mountain Sales & Marketing BOSTON, MA US

- Accomplished outbound phone calls to prospects clients to identify the appropriate contacts
- Qualified and collected leads through the sales pipeline
- Conducted sales efforts and scheduled courtesy visit appointments for outside sales representatives
- Contacted proactively customers to determine service satisfaction
- Assisted in customer support training and followed up as needed
- Entered new customer data and other sales data into competitive database

Sales Analyst Support Iron Mountain Sales & Marketing BOSTON, MA US
February 1999 – May 2004

- Compiled lists of prospective customers for use as sales leads, based on information from ad inquiries, events, and mail responses
 - Made outbound leads and followed up calls to potential and existing customers by telephone and e-mail to qualify leads and set appointments
 - Overcame technical and business objections for prospective customers
 - Prepared reports of business activities and events
 - Worked with sales teams to keep account activities and literature always updated
 - Coordinated with the sales teams when appropriate to grow knowledge base
 - Attended seminars and educational activities to be updated on the latest developments and trends in the industry
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Education:

Masters Degree in Liberal Arts, Major in Sales and Marketing, Boston College, 1999
Bachelor of Science in Liberal Arts, Major in Sales and Marketing, Boston College, 1994

Skills:

- Understanding what is sales and account services all about
 - Knowledge in existing company data sources and metrics reporting helpful
 - Knowledge in business intelligence and sales operations data
 - Strong analytical capabilities & problem solving skills
 - Ability to analyze & assess large amounts of data to draw conclusions, make recommendations and inform business decisions
 - Knowledge in cost accounting and familiarity with performance measurements
 - Ability to align metrics with business process Improvements
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Awards and Affiliations:

American Services Oversight Committee, Member
Association of Information Technology Professionals: Member

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