

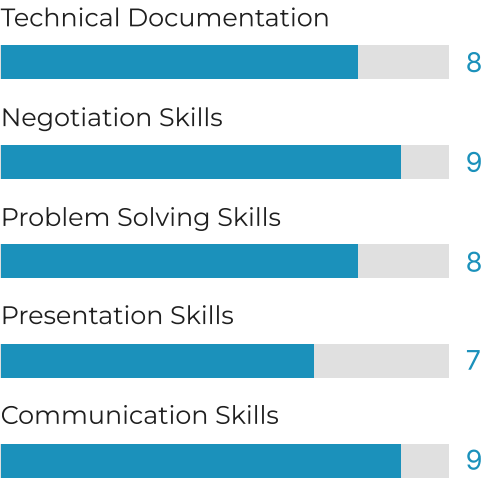


JAMES CLARK

Associate Sales Support Engineer

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SKILLS



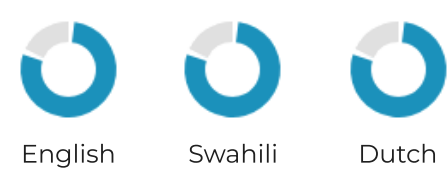
INTERESTS

- 🔧 DIY Projects ✂️ Crafting
- 🧘 Meditation 🏛️ History

STRENGTHS

- 🌿 Humility 💡 Innovation
- 👁️ Insightfulness ✅ Integrity

LANGUAGES



ACHIEVEMENTS

- ★ Increased customer satisfaction ratings by 15% through effective technical support.
- ★ Streamlined the sales process, reducing order processing time by 20%.

PROFESSIONAL SUMMARY

Enthusiastic Associate Sales Support Engineer with two years of experience in delivering technical solutions and enhancing sales strategies. I excel in understanding client needs, providing tailored support, and facilitating effective communication between sales and engineering. Looking to apply my expertise to drive customer success and contribute to innovative sales initiatives.

WORK EXPERIENCE

Associate Sales Support Engineer Feb / 2024-Ongoing
WidgetWorks Inc. Denver, CO

- Conduct market research to identify potential clients and industry trends.
- Provide post-sales support to ensure successful implementation and usage of products.
- Managed and serviced all house accounts, maintaining strong client relationships.
- Evaluated customer requirements to recommend optimal solutions and improve satisfaction.
- Designed marketing collateral, brochures, and flyers to enhance product visibility.
- Reviewed approval drawings thoroughly and prepared necessary change orders.
- Delivered software demonstrations that led to successful sales to Fortune 500 companies.

Sales Support Engineer Feb / 2023-Feb / 2024
Summit Peak Industries Denver, CO

- Served as primary escalation point for external channel partners and resellers.
- Assisted external channel resellers with sales and technical inquiries.
- Collaborated with inside sales on pre-sales support to ensure accurate product offerings.
- Facilitated communication between sales teams and clients to address change requests.
- Provided comprehensive pre- and post-sales support to enhance customer experience.
- Assisted in product demonstrations, contributing to a 15% increase in customer engagement.
- Managed CRM updates, improving data accuracy and sales forecasting by 20%.

EDUCATION

Bachelor of Science in Engineering Feb / 2022-Feb / 2023
University of Technology Toronto, ON
Focused on engineering principles and technical sales strategies.