



# HEIDI BRIONES

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## PROFESSIONAL SUMMARY

Senior business development professional able to connect with prospective customers using customized approaches. Skilled in relationship management and pipeline development. Excels at written communication, social selling, networking, and mentoring new sales agents.

## SKILLS

- Pipeline generation
- Lead prospecting
- Business relationship management
- Cold calling
- Territory development
- Written communication

## EXPERIENCE

Senior Business Development Representative October 2021 - Current

Momentive (Creators of SurveyMonkey) | Portland, OR

- Identifies qualified opportunities from multiple channels, supports AEs with high-potential meetings and guides the closing process.
- Performs high volume of cold calls/emails prospects and details product benefits to develop AE pipeline
- Achieved in Q1: QOs - 165%, PL - 123%, CW - 204%

Business Development Executive June 2021 - October 2021

TripAdvisor | Portland, OR

- Connected with 15+ prospects via skilled cold and warm calling, building immediate trust and capitalizing on every opportunity to develop relationships.
- Delivered 2-5 polished and professional sales presentations hotel professionals
- Achieved 100 - 150% of MBOs during ramp up

Licensed Insurance Sales Agent September 2019 - April 2021

Velapoint (National General) | Portland, OR

- Closed a high volume of inbound leads while also calling 50 - 100 outbound leads per day
- Helped customers with catered health insurance policies
- Consistently exceeded quota by 50 - 100% each month

Financial Customer Service Representative

February 2019 - September 2019

Wells Fargo | Portland, OR

- Resolved customer grievances consistently, collaborating with team members to achieve creative solutions.
- Earned highest quality assurance marks and all bonuses for NPS and CSAT scores.

Quality Assurance Specialist

January 2018 - October 2018

Tesla | Reno, NV

- Collaborated with development team to identify and correct systemic quality issues.
- Enforced control procedures and verified compliance with production work order specifications to protect product quality.
- Notified appropriate staff members regarding quality issues for remediation assistance.

Senior Travel Consultant

December 2017 - December 2018

International Cruise and Excursions (ICE) | Scottsdale, AZ

- Partnered with resorts and organizations to promote retreats and trips.
- Communicated with clients to determine budget, travel timeline and accommodation preferences.
- Built rapport with hospitality and travel personnel to negotiate favorable packages.
- Maintained revenue streams by keeping detailed customer records and regularly offering additional services.

## **EDUCATION**

MA in Teaching

California State University, Dominguez Hills, Carson, CA

BA in Politics and Legal Studies

University of California, Santa Cruz, Santa Cruz, CA

## **VOLUNTEER**

Candidate for US Representative

February 2020 - May 2020

Hillsboro, OR

- Organized a team of volunteers to phone bank, text bank, and promote my campaign
- Raised \$25,000+ via cold calls, emails, and social
- Received over 8000 votes and came in 2nd in a 4 way race