

Jonathan Brown

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Overview of Qualifications

- ☑ Accomplished professional with solid experience and expertise in business and sales development.
- ☑ 15 years of experience in customer service, software analysis, and payroll processing.
- ☑ Effective in marketing, process improvement, and human resources.
- ☑ Versatile and proactive problem solver with excellent interpersonal skills.
- ☑ Proficient in Kronos 6.0, PeopleSoft, HR Latitude, HRWeb, SQL and Source 500, Siebel, Tesseract, QueWebEnterprise3.2, Manager Self Service, , and SalesLoft, Salesforce, BroadWorks and IMIS.

PROFESSIONAL EXPERIENCE

UM O Corporation, Lansing, MI

Business/Sales Development Representative • Dec 2014 – Present

- Achieve monthly, quarterly and annual revenue targets through managing sales contacts, increasing client database, and executing marketing strategies.
- Penetrate dormant accounts by seeking referrals and prospecting to generate additional revenue.
- Implement sales campaigns for business acquisition, customer retention and account development.
- Conduct training needs assessments with clients; recommend appropriate training solutions.
- Support a sales integration strategy incorporating a multi-level account structure.
- Document critical information to assist sales/marketing intelligence teams.

Great Store Rig, Lansing, MI

HR/Contact Center Associate • Jun 2011 – Nov 2014

- Accepted a high-volume of phone calls on a multi-line system in a fast-paced environment and effectively resolve/escalate issues as needed.
- Provided high quality customer service and support by resolving complaints and payroll issues;
- Ensured timely assistance on human resources, and FMLA Leave of Absence.
- Processed transaction requests received via phone, mail/email and managed complex projects.

Finest Goods, Inc., Lansing, MI

Sales Associate • Oct 2010 – Jun 2011

- Provided quality customer service and assistance by responding to inquiries or complaints
- Placed a high-volume of outbound cold-calls to generate qualified leads; established new client relationships, expanded accounts, and scheduled appointments.
- Provided consultations and pitched sales presentations to help potential and existing clients make informed decisions; completed associated paperwork to close sales.

Global Soft, New York, NY

Application Support Analyst – Payroll Processing • Mar 2005 – Feb 2010

- Researched payroll and tax related issues and worked closely with various tax agencies.
- Processed SQL statements to update changes to employee Human Resources/payroll records.
- Utilized troubleshooting techniques, including the LogMeIn Rescue application to recognize any software issues; developed effective solutions and recommended actions to prevent recurrences.

Robot Communications, Atlanta, GA

HRMS Operations Specialist • Aug 2002 – Dec 2004

- Provided support to all payroll customers; facilitated the processing of payroll utilizing PeopleSoft and Kronos systems and tools
- Documented all customer calls and issues' categorized calls and escalation requirements.

EDUCATION

Bachelor of Science in Business Administration – Michigan University, Lansing, NJ