



# Millie Chang

## Emergency Services Sales Representative

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### STRENGTHS

- Relationship Building**  
Engaged farmers and contractors, becoming their preferred point of contact for concerns. Fostered trust as effective guide during urgent situations.
- Calm Under Pressure**  
Stabilized client anxiety during crisis festivals like flooding. Provided quick, actionable information to restore confidence.
- Communication Expertise**  
Successfully facilitated educational workshops that clarified restoration processes, garnering praise from participants.
- Organizational Skills**  
Pioneered structured tracking systems for leads and referrals, improving response times significantly across projects.
- Team Collaboration**  
Produced successful joint events transforming networking into streamlined partnership growth through tactical engagement.

### SKILLS

Sales Strategy

Relationship Management

Emergency Response Planning

Customer Engagement

Time Management

### LANGUAGES

English Native

Spanish Intermediate

### SUMMARY

Dynamic sales professional with over five years of experience in emergency services and referral development. Proven track record in building strong partnerships and generating substantial business revenue. Skilled at navigating high-stress situations, maintaining a calm and empathetic demeanor. Adept communicator; excels in relationship-building through effective education on restoration processes, timelines, safety considerations, and insurance expectations. Passionate about generating new business while ensuring excellent customer service and team collaboration, fostering long-term relationships within the industry.

### EXPERIENCE

#### Emergency Services Sales Associate

Response Ready Co. | January 2023 - Present | Naperville, IL

Focused on developing and nurturing referral partnerships with contractors and service providers. Assisted clients during emergencies, providing timely solutions and guidance.

- Cultivated relationships with local plumbing companies to enhance problem-solving networks.
- Educated partners on emergency paths, personalizing insights around various restoration processes.
- Led presentations aimed at improving contractor knowledge of our services, bolstering referrals.
- Collaborated cross-functionally to synchronize efforts across teams for immediate client needs.

#### Sales Representative

Crisis Response Solutions | March 2021 - December 2022 | Peoria, IL

Managed territory-focused sales strategies enriching client engagement and overall satisfaction. Drove connection with commercial entities to optimize emergency response services.

- Established deep networks with businesses, laying foundations for ongoing referral opportunities.
- Achieved significant quarterly targets, employing strategic outreach techniques throughout engagements.
- Focused on exceptional service delivery directly related to urgent incidents within client territories.
- Facilitated internal communication to relay leads and referrals impacting broader organizational success.

#### Sales Intern

Rescue Services Inc. | June 2019 - August 2019 | Champaign, IL

Gained foundational insights into the sales process while supporting various project initiatives. Engaged in the development of promotional strategies that enhanced client interaction.

- Assisted seasoned sales professionals in designing marketing materials aimed at client acquisition.
- Participated actively in strategic team discussions focused on improving customer engagement tactics.
- Shadowed senior staff members, gaining valuable experiences through real-time client interactions.
- Contributed analytical support to assess competitive positioning of service offerings in the marketplace.

### LEADERSHIP & AWARDS

- Certified Sales Professional (CSP), 2022
- CPR and First Aid Certified, 2021

## MY CAREER

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- Emergency Services Sales Associate at Response Ready Co. (3.4 Years)
- Sales Representative at Crisis Response Solutions (1.8 Years)
- Sales Intern at Rescue Services Inc. (2 Months)

## EDUCATION

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### Bachelor's Degree in Business Administration

University of Illinois 🎓 GPA: 3.7 📅 2020 📍 Champaign, IL

**Coursework:** Sales Strategy, Customer Engagement, Relationship Management, Emergency Response Planning

## CERTIFICATIONS

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- Certified Sales Professional (CSP) 📅 2022
- CPR and First Aid Certified 📅 2021

## TECHNICAL SKILLS

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- **Sales Tools:** Salesforce, HubSpot, Pipedrive
- **Communication Tools:** Zoom, Microsoft Teams, Slack
- **Marketing Platforms:** Mailchimp, Hootsuite, Google Ads
- **Presentation Software:** PowerPoint, Google Slides, Canva
- **CRM Systems:** Zoho CRM, Freshworks, Microsoft Dynamics
- **Data Analysis Tools:** Excel, Tableau, Google Analytics
- **Design Tools:** Adobe Photoshop, Adobe Illustrator, Figma
- **Collaboration Tools:** Trello, Asana, Notion
- **Social Media Platforms:** LinkedIn, Facebook, Instagram
- **Project Management Tools:** JIRA, Monday.com, Smartsheet

## PROFESSIONAL AFFILIATIONS

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- Active member of the National Association of Sales Professionals.
- Volunteer speaker at local emergency preparedness seminars.

## ADDITIONAL INFORMATION

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**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

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AVAILABLE ON REQUEST