



Millie Chang

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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 January 2023 - Present
Response Ready Co. *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 March 2021 - December 2022
Crisis Response Solutions *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 June 2019 - August 2019
Rescue Services Inc. *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

EDUCATION

Bachelor's Degree in Business Administration 2020
University of Illinois GPA: 3.7 *Champaign, IL*

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

CERTIFICATIONS

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

TECHNICAL SKILLS

- **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

SKILLS

- Sales Strategy
- Emergency Response Planning
- Time Management
- Relationship Management
- Customer Engagement

PROFESSIONAL AFFILIATIONS

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

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST