

Thao Walton

Inbound Sales Representative

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 Springfield, MO 65807

STRENGTHS

- **Client-Centric Approach**
Built sustainable relationships resulting in high referral rates from satisfied customers. Peers often observed my knack for connecting.
- **Proficiency in Networking**
Regularly expanded professional connections through proactive outreach, gaining recognition among colleagues for resourcefulness. It was rewarding collaborating with fellow professionals.
- **Tailored Solutions Expertise**
Crafted specific financial strategies unique to each client's context, ultimately empowering them to take control of their finances confidently.
- **Continuous Improvement Mindset**
Actively pursued learning opportunities leading to enhanced knowledge of financing products and services. Frequent topics included emerging industry trends.
- **Results Through Team Collaboration**
Engaged actively with peers sharing best practices that led to improved sales tactics and outcomes for all involved. The camaraderie created lasting impact.

SKILLS

- Sales Strategy
- Client Relationship Management
- Financial Planning
- Remote Communication
- Time Management
- Market Analysis
- Negotiation Skills
- Customer Engagement
- Product Knowledge

SUMMARY

Driven sales professional passionate about helping clients achieve their financial goals through personalized strategies. Experienced in building relationships and generating new business opportunities, with a focus on client satisfaction and retention. Proficient in virtual client interactions and skilled in delivering exemplary service in a performance-based environment. Committed to ongoing learning about financial products and compliance standards to provide clients with relevant and effective solutions. Eager to contribute to team success through collaboration and strategic problem-solving.

EXPERIENCE

Inbound Sales Representative

Stratford Financial Services  January 2026 - Present  Remote

Supported client success by developing tailored financial strategies during virtual meetings. Engaged with prospects through proactive outreach to create new business connections and foster long-term relationships, enhancing overall client satisfaction.

- Cultivated strong client relationships via virtual meetings, boosting client loyalty.
- Identified opportunities for client growth through proactive networking, contributing significantly to overall revenue.
- Created customized financial strategies that empowered clients to make informed decisions.
- Collaborated with colleagues to share insights, improving collective sales techniques.
- Monitored industry trends regularly for accurate and timely advice.
- Recognized for exceeding quarterly sales targets consistently.

Sales Associate

Springfield Financial Group  June 2024 - December 2025  Springfield, MO

Performed effectively in supporting clients' financial needs by analyzing information and presenting custom solutions fit for individual situations. Worked tirelessly to maintain relationship quality through diligent follow-ups and the provision of significant product insights.

- Guided clients in recognizing and meeting their financial objectives, elevating client outcomes.
- Conducted follow-ups to ensure customer expectations were met consistently.
- Enhanced skills by participating in detailed product training programs.
- Facilitated the onboarding process for new hires by sharing valuable resources and experiences.
- Evaluated market data to pinpoint growth areas, aligning offerings with client demands.
- Achieved top sales status within the team for multiple fiscal periods.

LEADERSHIP & AWARDS

- Recognized as Top Performer of the Quarter for outstanding sales achievements at Stratford.
- Awarded Certificate of Excellence for exemplary customer service by Springfield Financial Group.

EDUCATION

Bachelor of Science in Business Administration

University of Missouri  GPA: 3.5  2024  Columbia, MO

Coursework: Financial Planning, Marketing Principles, Business Ethics, Sales Management

CERTIFICATIONS

- Certified Sales Professional (CSP)  2026
- Fundamentals of Financial Planning Certification  2025

TECHNICAL SKILLS

- **Customer Relationship Management Tools:** Salesforce, HubSpot, Zoho CRM
- **Communication Platforms:** Zoom, Slack, Microsoft Teams

Goal Orientation

Compliance Awareness

Outreach Techniques

Networking Skills

Team Collaboration

Presentation Skills

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Inbound Sales
Representative at Stratford
Financial Services (7 Months)

● Sales Associate at
Springfield Financial Group (1.5
Years)

- **Sales Analytics Software:** Google Analytics, Pipedrive, InsightSquared
- **Financial Planning Tools:** Excel, QuickBooks, Mint
- **Social Media Platforms:** LinkedIn, Facebook, Twitter
- **Time Management Tools:** Trello, Asana, Todoist
- **Presentation Software:** Microsoft PowerPoint, Google Slides, Prezi
- **Email Marketing Tools:** Mailchimp, Constant Contact, Sendinblue
- **Market Analysis Tools:** Hootsuite, SEMrush, Ahrefs
- **Webinar Platforms:** GoToWebinar, WebEx, Zoom Webinar

PROFESSIONAL AFFILIATIONS

- Active Member of the Finance Club focused on community engagement and financial literacy.
- Volunteer Coordinator at Local Community Center, organizing informative workshops.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST