

Mei Harrington

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SUMMARY

Dynamic sales professional bringing over five years of experience in laboratory automation and capital equipment sales. Established a proven track record in fostering strong customer relationships, ensuring satisfaction through tailored solutions that enhance workflow efficiency. Experienced in creating impactful presentations for key stakeholders, effectively communicating product advantages while managing administrative responsibilities with precision. Successful in prioritizing customer engagements based on opportunities, ensuring compliance during travel. Customers praised proactive communication and follow-up, driving impressive sales growth. Eager to leverage expertise and commitment to contribute to innovative lab solutions.

EXPERIENCE

Sales Representative

January 2024 - Present

Innovative Lab Solutions

Sacate, AZ

Focused on promoting cutting-edge laboratory automation equipment across the West Coast territory, building valuable relationships with clients. Engaged closely with customers to develop customized workflow solutions that facilitated business outcomes. Promoted effective presentation skills to drive stakeholder engagement and understanding. Meticulously managed quotations and prioritized visits based on potential sales opportunities, ensuring outstanding customer service and safety compliance.

- Spearheaded sales efforts for laboratory automation solutions throughout the West Coast region, improving overall client engagement.
- Developed tailored laboratory workflow optimization strategies by collaborating directly with customers, leading to increased sales.
- Created high-impact PowerPoint presentations delivered to key decision-makers, successfully highlighting product benefits efficiently.
- Streamlined quotation processes for both new and existing customers, which improved feedback turnaround time.
- Cultivated robust relationships resulting in impressive client retention rates achieved through exemplary customer support.
- Coordinated travel schedules effectively, optimizing rounds of customer visits while adhering strictly to safety protocols.

Sales Associate

June 2021 - December 2023

Tech Innovations Inc.

Los Angeles, CA

Contributed significantly within a competitive arena by promoting technological solutions designed for laboratory environments. Actively collaborated with marketing departments and regularly analyzed market dynamics to optimize sales strategies. Engagements nurtured demanded quick adaptability and inventive input when proposing solutions.

- Assisted with promoting innovative technical solution integrations, contributing to a noteworthy increase in sales revenue within one year.
- Delivered comprehensive customer support, actively resolving inquiries and concerns influencing customer satisfaction positively.
- Collaborated with marketing teams in crafting promotional content aimed at successful product launches, boosting visibility.
- Executed insightful market research directed toward identifying high-value prospects, steering strategic sales initiatives.
- Actively participated in team discussions, devising improvement strategies targeting sales goals and communication effectiveness.
- Maintained systematic records illustrating customer interaction patterns, leveraging CRM systems responsibly.

Customer Service Representative

January 2020 - May 2021

Lab Equipment Solutions

San Diego, CA

Delivered exceptional service for inquiries related to laboratory equipment designs. Developed essential skill sets in dynamic environments focused on enhancing client experiences. Worked cohesively within diverse teams, enabling quicker resolutions for significant issues.

- Provided outstanding customer service responses for inquiries related to lab equipment, achieving a remarkable satisfaction score.
- Supported sales representatives by generating precise product information and quotes for potential purchasers expeditiously.
- Effectively tracked customer accounts, facilitating timely deliveries and setups for purchased equipment.
- Created training materials for onboarding new staff, granting better service continuity and performance levels within teams.
- Worked together with technical experts to troubleshoot and resolve product-related queries swiftly, seating resilience.
- Participated in continual product learning, staying informed about emerging trends and features crucial to assisting clients.

LEADERSHIP & AWARDS

- Dean's List – University of Arizona, 2024
- Top Sales Rookie – Tech Innovations Inc., 2022

EDUCATION

Bachelor's Degree in Business Administration

2026

University of Arizona GPA: 3.8

Tucson, AZ

Coursework: Marketing Strategies, Sales Management, Financial Accounting, Organizational Behavior

CERTIFICATIONS

- Certified Sales Professional (CSP) 📅 2025
- OSHA Safety Certification 📅 2025

TECHNICAL SKILLS

- **Sales Tools:** CRM Software, Salesforce, PowerPoint
- **Office Applications:** Microsoft Excel, Microsoft Word, Teams
- **Analytical Tools:** Market Trends, Customer Data Analytics, Business Intelligence
- **Safety Protocols:** OSHA Standards, Equipment Handling, Risk Assessments
- **Communication Channels:** Email, Video Conferencing, Phone Systems
- **Relationship Management:** Client Engagement Strategies, Follow-Up Processes, Satisfaction Surveys
- **Presentation Tools:** Canva, Google Slides, Visme
- **Project Management Platforms:** Asana, Trello, Monday.com
- **Reporting Tools:** Sales Reporting Systems, Quotation Tracking, KPI Dashboards
- **Research Tools:** Google Scholar, Statista, Industry Reports

SKILLS

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|------------------------------------|------------------------|-------------------------|-------------------------|
| • Sales Strategy | • Time Management | • Safety Compliance | • Workflow Optimization |
| • Customer Relationship Management | • Technical Solutions | • Quotations Management | • Team Collaboration |
| • Presentation Skills | • Product Knowledge | • Account Management | • Problem Solving |
| • Market Research | • Interpersonal Skills | • Client Retention | |

PROFESSIONAL AFFILIATIONS

- Member of the Sales Professionals Network
- Volunteered for Lab Safety Awareness Program

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST