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Summary: Experienced professional with international expertise and successful track record of achieving goals. Aspires to work in a sales and technology role.

Transferable Skills: International Communications, Self-starter, Team player, Flexibility, Adaptability, Professional, Diplomatic, Multi-tasking, Microsoft Office, Administration Skills, Telephone Skills, Sales and Marketing, Lead Generation

Experience:

N3

Atlanta, GA

June 2019 - Present

**Inside Sales Manager:** Pre-sales for Kofax Automation and Cisco Webex for the U.S. and Canada

- Updating CRM
- Cold-calling and regenerating leads for the Sales Engineers
- Managing Business Development Representatives
- Exceeding goals by 100% each month

N3

Atlanta, GA

October 2018-June 2019

**Business Development Representative:** Pre-sales consulting for Salesforce CRM products and Renesas Electronics throughout the U.S. and Canada via prospecting calls

- Calling 70 + prospects daily per campaign
- Updating CRM with results from prospecting
- Signing up prospects
- Exceeding sales goals by 100%
- Generating the highest number of lead on my team

WORKING HOLIDAY VISA

Auckland, New Zealand

August 2017- July 2018

**Contractor & Consultant:** Working holiday contract work including: insurance companies, call center, university mobile project, events management (wedding , corporate function within the Auckland region at private events, government buildings, yachts, private homes, and sailing clubs)

HAWTHORN SUITES ATLANTA PERIMETER BY WYNDHAM

Atlanta, GA

July 2016- July 2017

**Director of Sales:** Drive sales for extended stay property in Sandy Springs by establishing and building relationships with internal and external stakeholders, prospects, community and clients.

- Exceeding Rooms Sales Goals by over 100%
- Prospecting to 25 clients over the phone, email, face to face and internet on a weekly basis
- Achieving over 100% revenue goal for internal KPI
- Giving tours and site inspections to potential clients resulting in 3 new corporate accounts and 5 located negotiated accounts
- Using E-commerce to increase online presence and to increase sales
- Participating actively in weekly revenue calls with higher management
- Presenting to Hotel Investors on a Quarterly Basis and compiling data into reports
- Hotel Service “Best of the Best Award” from Wyndham
- Marketing brand to specialty markets, tour group and corporate
- Business to Business Sales

- Researching databases and local business newspaper for future business
- Writing weekly sales reports for senior management
- Working with Online Travel Agencies to maximize profits resulting in a total of about \$17,000 in business with Deal of the Day with Booking.com
- Uploading proposal on a database and on Microsoft Excel
- Contracting to groups, clients, and associations

#### HYATT REGENCY ATLANTA PERIMETER AT VILLA CHRISTINA

Atlanta, GA

April 2014- July 2016

**Catering and Sales Manager:** Drive sales for global hotel chain by establishing and building relationships with internal and external stakeholders, prospects and clients.

- Exceeding both Catering and Rooms Sales Goals by over 100%
- Giving tours and site inspections to potential clients resulting in \$68,500 of sales for 2017 after one sales call
- Hotel Service Award from both Hyatt Corporate and Management Company for the team
- Marketing brand to specialty markets, tour group and corporate
- Business to Business Sales
- Researching hotel databases and industry literature for future business
- Writing weekly sales reports for senior management
- Uploading proposal on government databases for contracting
- Contracting to groups, clients, and associations
- Assisting in opening the Hyatt Atlanta Perimeter at Villa Christina
- Representing the Hyatt industry trade shows

#### HAMPTON INN BY HILTON

Atlanta, GA

June 2013- March 2014

**Sales Manager:** Drive sales for global hotel chain by establishing and building relationships with internal and external stakeholders, prospects and clients.

- Marketed the brand to international and group travelers
- Business to Business Sales
- Worked on a team of 5 to write future business plans and compiled all the administrative research for the reports
- Participated in weekly team KPI calls to maximize profits resulting in growth
- Uploaded proposal on Hilton's intranet
- Contracted to groups, clients, and associations
- Utilized sales technologies to maximize profit
- Acted as manager on duty during renovation of the hotel

#### PARKWEST GALLERY, International -USA & Australia

June 2012- May 2013

**Independent Fine Art Dealer on Carnival Cruises:** Curating and selling art as an independent contractor on the Carnival Spirit.

- Team consistently top performers in the Carnival fleet (Sold over \$200,000 worth of artwork in one cruise)
- Gave Seminars on Art Movements & Artists to an international audience
- Marketed to Clients on a weekly basis
- Curated, Sold & Auctioned Fine Art to Clients
- Posted Sales & Finalized Paperwork
- Administrative duties such as: creating receipts, updating database

#### LAQUINTA INN AND SUITES, Memphis, TN

August 2010- June 2012

**Shift Manager:** Managing front desk, driving rate and occupancy, setting up housekeeping schedule, and ensuring a great customer service experience for guests.

- Provided customer service, utilized my German and Spanish skills with guests and team
- Educated guest on eco-friendly, LEED practices
- Acted as concierge
- Held the highest ADR and occupancy rate among the front desk staff

- Maintained the daily housekeeping schedule
- Handled Money, Credit Cards Transactions, Reservations
- Helped open the first LEED/ Green hotel within a 70 mile radius of Memphis in 2010

Education:

**Endicott College/Glion Institute for Higher Education, Bulle, Switzerland**

2006-2007

- Master Business of Administration in Service Industries

**University of Memphis, Memphis, TN**

2000-2005

- Bachelor of Arts in German and International Studies
- Studied Abroad in Germany twice through 2 Scholarships

Key Skills:

- Cross-cultural Communications Skills and Public Speaking Skills
- Fundraising skills (exceeded Catholic Charities Fundraising Goal by 100%)
- Over 20 years of Customer Service Experience
- Over 10 years of Sales Experience
- Languages : English-Native Speaker, German-Fluent, Cantonese-Conversant, Mandarin-Basic, Spanish-Basic, French-Basic

