Dalton J. Lind

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Overview

Technologically adept self-starter with a broad range of knowledge and experience in sales, customer service, and computer information systems. *Currently searching for part-time opportunities in several job fields.*

Education

- **City Colleges of Chicago** – *Chicago, IL*

  Associates in Applied Sciences of Cybersecurity; Spring 2023 to *Present*
  - Wilbur Wright College / Harry Truman College / Online

- **Eastern Illinois University** – *Charleston, IL*

  Bachelor of Arts; Major Corporate Communication / Minor Business; Graduated Fall 2014
  - Public Relations Student Society of America – Chair of Publicity

- **Technology Center of DuPage** – *Addison, IL*

  Computer Information Systems; 2008 to 2010
  - 2-year vocational program in CIS – Microsoft Visual Basic, C++, C#, 3ds Max, Adobe Photoshop, Illustrator

Work

- **Pineapple Company** – *Health Products & E-Learning*

  Remote Hybrid Sales/CS Associate; April 2021 to May 2022
  - **Sales** – Received 50-100 inbound sales calls per day through Zendesk call management system. Focused on pitching product lines from separately managed companies offering natural male enhancement products, weight management supplements, and dating/romance e-learning courses.
  - **Customer Service** – Handled customer service requests and complaints depending on the overall call volumes in sales/CS respectively.
  - **Customer Relationship Management** – Worked from a list of inbound requests and backlogged calls to follow up with potential sales opportunities.

- **Stone Profit Systems** – *Enterprise Resource Planning (ERP) software*

  Senior Account Manager; Oct. 2015 to Sept. 2019
  - **Sales** – Conducted software demonstrations for inbound leads via screen-share or in-person nation-wide and internationally. Created and negotiated sales quotes for system implementation (*view my sales stats*).
  - **Implementations & Training** – Managed data migrations by identifying data sets in old systems for extraction and organization to import to SQL data tables. Worked directly with client's management teams to define and refine operational workflows at the company. Conducted customized training online & in-person for clients' software usage in every department of their business (*view my business travel map*).
  - **Account Management** – Served as a main point of contact for my clients during and after software implementations. Liaison between the customer and our programming team for customizations and issues.
  - **Tech Support** - General support for customer questions and system bugs/glitches as-needed. Created general & customer-specific walkthrough documentation, videos for processes, and single-handedly created the company's only online resource for walkthroughs- *help.stoneprofits.com*.

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◆ **Wright Foundation** – *Career/Life coaching institute & graduates university*

Sales Operations Assistant; Nov. 2014 to Oct. 2015
* **Lead Generation** – Researched, prospected and qualified potential sales opportunities to be targeted by the Sales Manager.
* **Sales Pipeline Management** – Organized sales leads into a pipeline for reporting and analytics, and to schedule follow-up outreach.
* **Office Administration** – Assisted in production of training documents and advertising materials.

◆ **San Jose Group** – *Integrated marketing communications*

Junior Account Executive; May 2014 to August 2014
* **Web Advertising** – Assisted in the production and tracking of Google Ads campaigns.
* **Market Research** – Reported researched statistics to assist in planning the Illinois Office of Tourism's marketing campaign in Mexico.
* **Event Planning** – Assisted in planning events at the 4 largest cities in the United States for an international marketing campaign by the Mexico City Ministry of Tourism.

Proficient Skills:

Microsoft
* Word
* Excel
* PowerPoint
* PowerShell
* C Programming

Adobe
* Photoshop
* Illustrator
* Premier
* Acrobat

Google
* Sheets
* Docs
* Analytics
* Sites
* Admin

Others:
Website Creation Software- Wordpress, Wix, Weebly, Squarespace. HTML/CSS. Linux Command Line.

*Everything in **RED** is click-able on the PDF!*