

Wayne Blankenbeckler

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Sales Operations and Sales Support Professional

I help your Sales team to increase sales through operational support, administrative support, analysis, reporting, and project coordination. I am passionate about providing excellent support to teams and take great pride in completing projects accurately and on time. In addition, with seven years of experience with working remotely, I can help your remote team to be more productive.

Work Experience

Sales Operations Specialist / Sales Support Assistant

Community Brands (B2B SaaS Software) | 11/2021 – 2/2024 (Remote)

Supported sales management and sales reps, enabling them to sell more effectively. Worked with Salesforce, Salesforce CPQ, ZoomInfo, and Salesloft.

- Originated \$749K of won deals by researching old opportunities.
- Crafted hundreds of reports, providing actionable insights to sales management and sales reps.
- Created Salesforce and ZoomInfo documentation and training for over 20 sales reps.
- Increased selling time for reps by relieving them of administrative burdens.
- Honored as a “Changemaker” in company’s Q3 2023 Town Hall.

Temporary Assignments

Various companies | 05/2018 – 04/2021

Administrative Support Specialist | Dormakaba | 2020 – 2021 (Mostly remote)

Client Support Representative | Inmar | 2019 – 2020

University Matching Specialist | 2 Grand Media | 2018 – 2019 (Remote)

- Supported the head of training and the implementation team, provided administrative assistance, produced reports, created/edited training documentation, and performed research.
- Assisted corporate customers and created training documentation.

Sales Reporting Specialist

Fancy That Gift and Decor (B2B manufacturer) | 09/2017 – 01/2018

Provided important B2B insights to Sales management by crafting more than 30 reports each month using ERP system and advanced Excel.

- Maximized inventory efficiency by tracking inventory levels for more than 10,000 products.
- Boosted sales by creating customized sales reports for proposals.

Sales Administrator (Sales Support)

Auto Supply Company (B2B wholesale distributor) | 05/2016 – 04/2017

Provided administrative and operations support to sales management and a team of over 20 sales reps.

- Delivered actionable insights to management by crafting hundreds of reports.
- Increased customer loyalty by operating customer rewards program for more than 250 accounts.
- Tracked sales team performance and administered commissions program.

Customer Service Representative

Market America (eCommerce distributor) | 04/2015 – 05/2016

Assisted distributors with accounts, commissions, website problems, orders, and other issues.

Temporary Assignments

Various companies | 07/2014 – 02/2015

Marketing Coordinator/Manager

MissionMode (B2B SaaS software) | 12/2010 – 04/2014 (Remote)

Developed and executed marketing projects and supported the sales team. Projects included email marketing, webinars, sales collateral, Salesforce, case studies, website content and management, Google Analytics, advertising, SEO, social media, and blog.

Expertise

Technologies: Salesforce | Salesforce CPQ | HubSpot CRM | ZoomInfo | Salesloft | ERP | SAP | Jira | Confluence | Database Reporting | Advanced Microsoft Office (Word, Excel, Outlook, PowerPoint, Publisher) | Google Workspace | Acrobat Pro

Collaboration tools: Zoom | Microsoft Teams (small business & enterprise) | Slack | SharePoint | GoToMeeting | GoToWebinar | WebEx | Google Meet | Skype | Google Drive | OneDrive | Dropbox

Education

Bachelor's degree in Business Administration (BSBA)

University of North Carolina at Greensboro, with Honors

Volunteer Experience

Volunteer Coordinator, Bethany Cafe

2013 – Present

- Coordinated around 20 drivers for meal deliveries.

Disaster Response Duty Officer, American Red Cross

2020 – 2021

- Dispatching responders to disaster incidents.