

# REBECCA MIA WALLACE

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## Professional Summary

The knowledge and experience I have gained over the course of my career is the foundation I embrace to assist and engage clients. I incorporate a personal, consultative approach to cultivate and solidify relationships. The most valuable aspect of my professional skills is my ability to actively listen and provide viable, logical solutions.

## Summary of Qualifications

- Extensive experience in Client Relations, Customer Service, Administration/Management, Product/Service Value Proposition, Client Retention/Escalations, Process Flow, Time Management, Project Management, Marketing and Team Collaboration.
- Service oriented professional with a 3-year background in Veterinary Reception and Administration in a fast paced, team-based environment.
- Proven ability to provide a top-tier customer experience while sharing a passion to genuinely understand the needs of the client.
- Highly focused on creating a welcoming environment and serve as a successful and understanding Ambassador for clients.
- Strong interpersonal, verbal and written communication and organizational skills with a proven ability to interact effectively with a variety of audiences.
- Effective management of multiple projects and tasks with accuracy and efficiency while remaining consistently calm, caring, compassionate and professional under pressure.
- Advanced knowledge and experience with Microsoft Word, Excel, PowerPoint, Outlook and Cornerstone Software.

## Professional Experience

Sept 2019 – Present      Aramark Corporation      Dallas, Texas

### **Account Executive - Dallas and East TX.**

- Ability to develop strong client relationships to create and present successful business and facility management solutions via extensive knowledge of the product and service portfolio.
- Analyze client needs and provide recommendations on product integration to improve and enhance their overall customer and employee experience.
- Highly proficient in gathering, researching and utilizing business intelligence to support presentations.
- Successfully conduct competitive market analysis.
- Demonstrated excellent time and territory management to develop new revenue opportunities.

Oct 2016 – Sept 2019      Prosper Pet Clinic      Prosper, Texas

### **Veterinary Receptionist/Administrative Assistant – Prosper, TX**

- Greet patients and their owners by name in a welcoming, friendly and professional manner.
- Triage, schedule and manage patient flow to minimize the stress of clients and patients in the clinic.
- Check in and discharge clients and patients for scheduled appointments, surgeries, emergencies and walk-ins.
- Professional and courteous presentation with clinic personnel and clients while answering, managing and routing telephone calls.
- Manage and communicate clinic schedule as changes occur to maximize opportunities.
- Access and manage current and previous surgical patient file lab work, medication regimen and pre-surgical preparation procedures including surgical consent forms.
- Relay vital information in a timely manner to veterinary professionals to handle issues proactively.
- Responsible for opening, closing and setting security protocol for the clinic including processing end of day transaction reports and deposits.

April 2015 – Sept 2016 Leave of Absence  
Caregiver to sick family member

2011 – March 2015 YP Holdings, formerly AT&T Advertising Solutions Dallas, Texas  
**Area Manager, Digital Media Sales and Performance - Dallas, Ft. Worth, East TX and El Paso, TX**

- “Above & Beyond’ award recipient in recognition of outstanding accomplishments monitoring and communicating media performance results.
- Recipient of ‘Best Team’ award in recognition of 43% revenue growth via extraordinary sales presentations and collaborative teamwork.
- Utilize product analytics to achieve customer satisfaction, customer revenue growth and reduce churn.
- Deliver qualified lead generation through digital marketing and print advertising.
- Design strategies, processes and client engagement initiatives designed to increase the effectiveness of targeted digital and print media mix.
- Set key performance guidelines to establish proactive and reactive media mix solutions to determine the success and profitability of media campaigns.
- Collaborate with marketing, sales operations and finance teams to develop successful product offerings and performance-based product initiatives.

2002 – 2011 AT&T Advertising Solutions Dallas, Texas  
**Area Manager, Digital Media Sales - Dallas/East TX, Little Rock & Fayetteville AR**

- CEO Award Winner for top 2% of sales results and account management company-wide.
- Subject matter expert for all established, new and emerging digital internet product offers.
- Develop, present and close results driven media campaigns designed to align with client business goals and growth strategy.
- Lead Manager for sales, training, coaching and incentive creation for 140 sales executives.
- Foster effective product life cycle management of online media portfolio which increased annual sales revenue by 25% and reduced annual regional churn by 5%.
- Exceeded sales targets for revenue and media product sales by an average of 30% annually.

2000 – 2002 Southwestern Bell Advertising Solutions Dallas, Texas  
**Regional Internet Sales Manager, TX, MO, OK, KS, AR & CT**

- Formulate and schedule implementation plan to train, coach and energize the Internet Sales Managers and their teams for the re-branding and overhaul of online products from SMARTpages.com to Yellowpages.com.
- Create and successfully launch a new process for the sales and fulfillment of national and statewide online media campaigns across six states providing a lucrative revenue stream.
- Manage regional team to successfully acquire new national and statewide accounts with the highest revenue generated company wide.
- Streamline digital product fulfillment and sales lead process flow. This process created a solid foundation for growth and lead generation through partner organizations.

**Education** University of Texas at Dallas Richardson, Texas

**Volunteerism** Frisco Family Services, Frisco Food Pantry

**LinkedIn** <http://www.linkedin.com/pub/rebecca-wallace/6/1b9/392/en>