

Contact

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Top Skills

Technical Presentations
Technology Pre-Sales
Attention to Detail

Certifications

The Art of Virtual Selling & Remote
Customer Service
Sales Strategies and Approaches in
a New World of Selling
Technical Sales: The Role of the
Sales Engineer
Customer Success Management
Fundamentals

Monica Jaime

Empowering Interoperability & Privacy-First Identity Systems |
Accelerating Digital Transformation
Central Luzon, Philippines

Summary

With 10 years of experience in the IT industry, I have developed a deep understanding of different technology solutions and their applications. My expertise lies in optimizing operations and driving growth through its implementation.

In addition to my technical skills, I have a proven track record in sales and account management. I excel at building and maintaining strong client relationships, ensuring their satisfaction, and fostering long-term partnerships.

Recently, I have ventured into the exciting field of blockchain technology. As a business development professional in the blockchain industry, I am passionate about driving innovation and leveraging the power of decentralized solutions to transform businesses. My goal is to explore new opportunities and apply blockchain technology to revolutionize various sectors.

Experience

Ultrypass Identity Corp
Regional Director of Business Development
January 2024 - Present (1 year 1 month)
Philippines

Fostering strong relationships and delivering personalized support, I empower businesses to embrace cutting-edge technology confidently, driving growth and security in the digital age.

With a deep understanding of authentication and decentralized identity management, I leverage technical expertise to highlight the unique benefits of our solutions, ensuring they align perfectly with the evolving needs of our clients.

NextID

Business Development Executive

May 2023 - January 2024 (9 months)

Singapore, Singapore (Remote)

*Elevated brand exposure and product awareness in the dynamic Web3 industry through strategic participation in high-impact blockchain events and social media networking.

*Executed in-depth market research and rigorous competitor analysis, fueling valuable insights that shaped pivotal strategic decisions and elevated market positioning.

- Driving outbound campaigns encompassing calls, emails, and more to forge lucrative sales avenues.
- Delivering compelling pitches and presentations, effectively capturing potential clients' interest.
- Leveraging active networking to conduct exhaustive client research and establish valuable connections.
- Masterfully crafting persuasive business proposals, RFPs, and contracts to drive revenue growth.
- Skillfully negotiating with clients, securing optimal prices for mutual benefit.
- Expertly orchestrating virtual and in-person sales meetings, maximizing engagement and impact.
- Vigilantly monitoring consumption trends, ensuring our offerings remain seamlessly aligned with the evolving market landscape.

uPraxis Group

3 years 8 months

Client Relationship Manager

October 2022 - May 2023 (8 months)

*Secured pivotal contracts, forging enduring alliances with key clients, propelling a remarkable 25% boost in client retention and repeat business.

*Elevated account management standards, delivering exceptional service to key clients, solidifying their loyalty and satisfaction.

*Maintained peak customer satisfaction through proactive communication and rapid issue resolution, garnering positive feedback and valuable referrals.

- Nurtures and strengthens existing partnerships, fostering growth and client satisfaction.
- Orchestrates regular client meetings, ensuring continual satisfaction and alignment.

- Conducts competitive analysis to unveil novel customer retention strategies and provides technical recommendations and best practices.
- Collaborates synergistically with sales to unlock cross-selling opportunities and expand partnerships.
- Provide clients with training and resources to maximize their usage of the system.
- Collaborates with customers on PoC projects to validate the feasibility and effectiveness of our solutions.
- Collaborates seamlessly with internal teams including sales, engineers, and senior management to seamlessly address client needs.

Sr. Business Development Manager

November 2021 - December 2022 (1 year 2 months)

- *Forged strategic alliances with Fintech industry leaders, unlocking cross-selling potential and enhancing product offerings through seamless integration.
- *Revolutionized sales and billing processes, slashing cycle times by 20% and elevating team-wide productivity.
- *Collaborated seamlessly with product development, propelling the successful launch of a new product and 20 high-impact features in response to market needs.

- Delivers compelling technical presentations and demonstrations to showcase organizational products/services.
- Executes seamless deal closures, orchestrating contract negotiations and integration with business operations.
- Spearheads comprehensive reviews of contract coverage for SaaS products and services ensuring impeccable alignment with client requisites.
- Generates comprehensive revenue and sales reports.
- Collaborates with clients to understand their business goals and challenges.
- Maintains a close collaboration with SMEs, Project Managers, Product Owners, and Marketing Managers to ensure product development and marketing efforts are in sync.

Business Development Manager

October 2019 - November 2021 (2 years 2 months)

Makati, National Capital Region, Philippines

- *Achieved a 30% surge in 2021 sales revenue by securing pivotal contracts and onboarding enterprise accounts.
- *Propelled global brand recognition and expanded client base by 20% through successful market penetration into new territories.

- Handles incoming sales inquiries, progressing to on-site visits and impactful proposals.
- Initiates proactive cultivation of new business opportunities with autonomy and guided by management expertise, driving core propositions and leads.
- Crafts tailored customer proposals, orchestrates persuasive presentations and clinches prospects with compelling product benefits.
- Manages end-to-end sales, from initial opportunity to secure purchase order, ensuring seamless service delivery.
- Actively contributes to sales meetings, presentations, and skill-enhancing training sessions.
- Cultivates and applies expertise in pertinent technologies, remaining at the forefront of industry advancements.

Acceligent Solutions, Inc.

Business Solutions Consultant

February 2018 - September 2019 (1 year 8 months)

- Handles incoming sales inquiries, progressing to on-site visits and impactful proposals.
- Initiates proactive cultivation of new business opportunities with autonomy and guided by management expertise, driving core propositions and leads.
- Crafts tailored customer proposals, orchestrates persuasive presentations and clinches prospects with compelling product benefits.
- Manages end-to-end sales, from initial opportunity to secure purchase order, ensuring seamless service delivery.
- Actively contributes to sales meetings, presentations, and skill-enhancing training sessions.
- Cultivates and applies expertise in pertinent technologies, remaining at the forefront of industry advancements.

Concentrix Limited Company

Cisco Technical Pre-Sales Support

February 2016 - February 2018 (2 years 1 month)

*Diligently pursued and acquired the CCNA certification (Jan 2017) to augment proficiency in delivering superior technical support services to valued partners. Develop an in-depth understanding of Cisco's products or services, including their features, functionality, and benefits.

- Empowers external users by swiftly resolving challenges, fostering satisfaction and performance.

- Collaborates with the sales team to identify potential customers' technical needs and challenges.
- Executes strategic escalation protocols, mastering solutions through outbound communication.
- Tackles unstructured problems using advanced conceptual thinking, pioneering innovative resolutions.
- Delivers product updates and astute technical counsel, bridging engineering intricacies with executive advantages.
- Contributes to maintaining technical documentation, including product manuals, technical specifications, and case studies.
- Collaborates with sales representatives to craft persuasive and technically sound sales pitches.
- Monitors and analyzes competitor products and strategies to identify competitive advantages and market opportunities.

Convergys

Cisco Services Sales Representative

July 2013 - January 2016 (2 years 7 months)

NCR - National Capital Region, Philippines

- Demonstrated unwavering expertise in client products and services, establishing a solid foundation of knowledge.
- Orchestrated the production of meticulous, flawless work, consistently accompanied by precise annotations as mandated
- Spearheaded comprehensive reviews of contract coverage for ordered products, ensuring impeccable alignment with client requisites.
- Masterminded the validation of quotes during the ordering process, seamlessly integrating discount applications for optimized transactions.

Education

University of Makati

Bachelor of Integrated Arts, Major in Broadcast Arts, Radio and Television

Broadcasting Technology/Technician · (2009 - 2013)