

Monica Armenian

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(416)660-8708

Experience:

Customer Success Manager

Javelin Technologies- TriMech

2021 - Present

- Drive renewals and upsell engineering CAD design software
- Collaborate with cross-functional teams to develop bid documents and manage contracts.
- Managed customer and supplier information utilizing NetSuite ERP, while also maintaining and updating customer accounts within Salesforce CRM.
- Facilitated meetings with software suppliers to troubleshoot customer issues effectively.
- Identify client goals and desired outcomes.
- Coordinate training sessions
- Manage customer and supplier information using NetSuite ERP.

Order Management

Javelin Technologies- TriMech

2019 - 2021

- Negotiated and procured software solutions from trusted suppliers, ensuring quality and reliability.
- Conducted research on regulations, and policies
- Generated customer quotations, managed sales orders, and administered invoices efficiently.
- Organized and oversaw the procurement process from planning to contract execution.
- Ensured compliance with policies for software and training purchases.
- Collaborated closely with the accounting team, focusing on managing outstanding invoices and conducting credit checks.
- Conducted monthly open order meetings, ensuring project completion and prompt payment.

Senior Multimedia Consultant

Metroland Media

2013 - 2019

- Built targeted campaigns by analyzing market trends, competitor activities, and customer needs.
- Represented the company at trade shows and sponsored events.
- Crafted strategic plans from market analysis to optimize customer ROI.
- Collaborated with the management team to capitalize on market opportunities.
- Maintain and update customer accounts within Salesforce CRM.
- Collected and processed payments efficiently and accurately.

Education:

Humber College - The Business School - Advertising & Media Sales (2013)

Humber College - The Business School - Business Management (2011)

Skills:

- Excellent communication and interpersonal abilities
- Proficient in Microsoft Office tools
- Experienced with Adobe Illustrator
- Detail-oriented with strong research and analysis skills
- Effective time management and organizational capabilities
- Ethical and accountable with high integrity
- Ability to work collaboratively in a team environment
- Committed to continuous learning
- Thrives under pressure, adept at meeting deadlines and managing multiple projects simultaneously

References: Available upon request