

Christopher Huynh

Customer Success Manager

I am a strong believer in the human connection, relationship building has been the foundation of my success within any role. Understanding, connecting, and empathy are the keys to not only gain new clients, but to also retain loyal partners.

EXPERIENCE

Fiber Acquisitions

AT&T Jan 2020 - Present

- Promoted to Fiber Acquisitions team selling enterprise solutions to small to mid cap businesses and resulting in 160% of New Business Quota and 122% of Total Sales Quota in 2020, ranked #15 out of 200.
- Developed and maintained professional relationships with clients to further growth and retention
- Maintained one of the lowest cancellations rating averaging less than 8%, and ranked #10 (out of 200) .
- Completed training programs to develop understanding of technology demanded by industry (Cyber Security, Networking, SaaS, IaaS, PaaS)
- Average 70% renewal and re-sign rate alongside an additional 25% in client upgrades or other product purchases.
- Conducted Quarterly Business Reviews for all clients, leading to a 70% renewal rate, a 25% client upsell.

Sales Executive Acquisitions

AT&T Sep 2015 - Jan 2020

- Promoted to Sales Executive Acquisition, supporting 16 retail stores with a key focus on enterprise solutions
- Increase existing revenue and create new sales by delivering AT&T products, services, systems, and solutions to meet a wide variety of business customer needs
- Achieved 124% above sales quota in 2016 ranked # 12 (out of 150), 115% in 2017 ranked 14 (out of 150), 130% in 2018 ranked 9 (out of 150), and 141% in 2019 ranked #16 (out of 150)
- Conduct and implement training around current products, promotions, and services for retail stores to independently provide customers with a complete solution
- Decreased churn within retail stores by 10% to an annual churn rate of 6%

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SKILLS

Sales
Management
Consulting
Problem Solving
Product Support
Relationship Building
Customer Retention
Concise Communication
Time Management
Collaboration
Training/Coaching
Empathy
Microsoft Office

EDUCATION

Bachelor of Science
Champlain College

Dec 2019

Business Management
Networking/Cyber Security

Retail Store Manager

AT&T Oct 2013 - Sep 2015

- Promoted to Retail Store Manager. Managing, recruiting, setting objectives, coaching, and training sales representatives
- Oversee the overall daily operations consisting of: inventory management, sales and budget forecast . Resulting in an increased audit score from 70% prior year of 2013 to 93% in 2014, 95% in 2015
- Coach and develop employees to succeed in both personal and professional aspects.
- Developed and conducted training regimes in collaboration with other managers to increase sales and decrease churn. Increased sales by 30% in Q1 of 2014, 60% year over year for 2014
- 4 Direct Reports promoted to management level

Retail Sales Consultant

AT&T Apr 2010 - Oct 2013

- Deliver an extraordinary customer experience by providing clear, concise, and in-depth explanations of available products and services matched to each individual client needs
- Consistently achieved above sales quota ; 120% 2010, 118% 2011, 132% 2012
- Customer experience surveys ranked top 5 within district at 92% satisfaction
- Subject Matter Expert amongst peers on following products: Mobile Applications, Broadband, and Business Solutions