

# Almand Chris Thomas

Phone Number • City, State Zip Code • Email • LinkedIn

## Inside Sales Manager Profile

Growth-focused sales professional with 6+ years of experience in SaaS/software industry, leading sales and marketing campaigns, market monitoring, competitive analysis, and continuous improvement projects. Instrumental in assessing customers' business needs and recommending robust solutions, products, and services. Proven history of success in exceeding sales growth targets and spearheading business development initiatives. Well-versed in identifying and acquiring new growth opportunities through market monitoring and strategic go-to-market planning. Highly capable of building, training, and leading diverse teams for seamless operational activities and high-quality service delivery. Committed to facilitating government and property sectors with understanding urban life for creation of better and sustainable assets, neighborhoods, and cities. Refined communicator, proficient in fostering strong relationships across multidisciplinary functions, stakeholders, and senior leadership.

## Areas of Expertise

- Sales & Marketing Management
- Exceeding Sales & Revenue Targets
- Key Account Management
- Operations Management
- Sales Lifecycle Management
- Customer Satisfaction & Service
- Go-to-Market Planning
- Leadership & Staff Development
- Stakeholder Negotiation
- Continuous Process Improvement
- Community Outreach & Service
- Strategic Planning & Execution

## Career Accomplishments

- Increased Neighbourlytics' sales growth by implementing sales processes through CRM and advanced platforms, while creating sales collateral, including pitch decks, how-to videos, sequences, and marketing EDMS.
- Recognized as #1 SalesHire Nationally due to exceptional performance.
- Exceeded Zavy's goal of \$1.4M ARR with 85.7% through strategic planning and cross-functional collaboration.
- Headed complex negotiations for structuring of industry-leading and mutually agreed economic terms on behalf of DoorDash.

## Professional Experience

### Sales Manager | Neighbourlytics

10/2022 – Present

Contribute to generating revenue across Australia through robust process implementation. Devise go-to-market (GTM) strategy to support business growth. Facilitate revenue-related functions such as sales, marketing, pricing, and revenue operations for sustainable business growth. Oversee full sales lifecycle from prospecting to account management.

#### Key Accomplishments:

- Secured \$800K in attainment goal of EOFY 2023.
- Delivered direction and support to cross-functional team, while assigning ICP criteria to facilitate organization's valuable customers.

### Sales Lead – Enterprise | Zavy

12/2021 – 10/2022

Contributed to increasing market presence by developing GTM sales strategies along with sales sequences and pitch decks. Expanded client-base by prospecting and securing leads as well as delivering demos on Zavy products as per customers' needs.

## *Key Accomplishments:*

- Increased customers' attraction by incorporating new sales and marketing campaign.
- Formulated and pitched proposals, while negotiating business terms and closing transactions.

## **Account Executive – SMB & Midmarket | DoorDash**

12/2020 – 12/2021

Fostered new partnerships with merchants (focused on value delivery), while negotiating revenue share agreements. Governed overall aspects of end-to-end sales process to support merchants. Facilitated senior leadership with informed decision-making by providing critical information in support of key negotiations.

## *Key Accomplishment:*

- Surpassed attainment goal by 175% via strategic planning with senior management.
- Drafted compelling economic proposals for merchants during sales process by collaborating with local teams.

## **Business Development Consultant & Team Lead | Jellis Craig**

1/2009 – 12/2020

Streamlined operational activities and spearheaded sales & marketing efforts by leading a team of 4 consultants. Assessed clients' needs and recommended suitable solutions and services that enhanced customer experience. Established and maintained strong network of industry partners, including developers, financiers, and investment groups. Ensured minimum attrition and revenue risk by providing touchpoints and support to clients. Steered negotiation on property sales and lease. Delivered presentations, case studies, and required resources, while liaising with clients and prospects.

## *Key Accomplishments:*

- Played a vital role in expanding market share growth by collaborating with leadership team.
- Accomplished set revenue targets with associated KPIs on quarterly basis; ranked among top 3 with most leased and new businesses acquired.

## **Account Executive – Merchant Services | American Express**

8/2016 – 1/2019

Promoted behavioral change to increase business opportunities with small/medium-sized businesses. Identified and overcame objections by implementing AAA methodology, including acknowledge, ask, address, and advance. Provided guidance and education to customers on features and benefits of Amex products/services, while maintaining client engagement in Salesforce CRM.

## *Key Accomplishments:*

- Exceeded set target by 192% through strategic planning and business development initiatives.
- Led negotiation and implementation of business contracts and agreements.

## **Education & Certifications**

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### **Bachelor's Degree in Health Science**

Flinders University

### **High School Certificate**

St. Thomas More College

### **Agents Representative Certificate**

Connect Skills Institute

## **Technical Proficiencies**

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Microsoft Office | CRM | Business Operating Interfaces