Monica Reyes

Inside Sales Manager

Inside sales manager with 5 years in SaaS phone and video sales, now leading 10 reps who close $6.8M in new small business bookings a year. Coaches through call reviews, runs Salesforce dashboards and sales forecasting, and has kept the team above 105% of quota for 6 straight quarters.

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Experience

Inside Sales Manager

Hill Country Software • Austin, TX • 01/2024 - Present

Scheduling and payments software for salons, clinics and service businesses, sold through a 25-person inside sales floor.

- Manage **10** inside sales reps closing about 140 new small business accounts a month by phone and video.
- Coach each rep weekly with recorded call reviews, lifting the team demo-to-close rate from 18% to 26%.
- Create Salesforce dashboards for pipeline management and activity, cutting weekly forecast prep from 4 hours to 1.
- Hired 6 reps in 2025 and wrote a 30-day onboarding plan that cut ramp time from 5 months to 3.

Senior Inside Sales Representative

Lone Star Payroll Systems • Austin, TX • 05/2021 - 12/2023

Payroll and HR software for companies with 10 to 200 employees.

- Exceeded quota in 9 of 10 quarters selling payroll software to small and mid-sized firms.
- Generated 25 qualified demos a month from 70 daily calls and emails tracked in the CRM.
- Presented quarterly win-loss findings to leadership in Microsoft PowerPoint, shaping 2 pricing changes.
- Trained 4 new reps on product demos and discovery calls during their first 60 days.

Certificates

Salesforce Certified Associate

Salesforce • 04/2024

Skills

Inside Sales , Salesforce CRM , Sales Coaching
Pipeline Management
Sales Forecasting
Microsoft Excel
Microsoft PowerPoint
Leadership
Time Management

Education

Bachelor of Business Administration

Texas State University

San Marcos, TX

05/2021

Business Administration