

Emily Tran

Sales Operations Coordinator

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SUMMARY

Sales operations coordinator with 2 years of sales support experience, including 15 months supporting a 22-rep medical supply sales team. Keeps Salesforce records clean, processes 300+ orders a month and builds weekly pipeline reports in Microsoft Excel and PowerPoint with careful attention to detail.

SKILLS

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|--------------------|--------------------|-----------------------|
| • Sales Operations | • Outlook | • Attention to Detail |
| • Salesforce | • Microsoft Word | • Customer Service |
| • Microsoft Excel | • Data Entry | |
| • PowerPoint | • Order Processing | |

EXPERIENCE

Sales Operations Coordinator	07/2024 - Present
Lone Star Medical Supply	Austin, TX

Medical supply distributor selling to 1,400 clinics and surgery centers in Texas and Oklahoma.

- Process **300+** customer orders a month in Salesforce and the ERP, keeping order errors under 1%.
- Maintain account and contact data for 4,800 Salesforce records, merging 650 duplicates in 2025.
- Build weekly pipeline and bookings reports in Microsoft Excel and PowerPoint for the sales director.
- Coordinate quarterly business review schedules for 22 reps through Outlook calendars and shared folders.

Customer Service Representative (Part-Time)	09/2022 - 06/2024
Hays County Office Supply	San Marcos, TX

Office furniture and supply dealer serving local businesses, worked during college.

- Answered **40** customer calls and emails a day about orders, returns and delivery dates.
- Prepared quotes and order confirmations from Microsoft Word templates with same-day turnaround.
- Reconciled daily invoices against delivery tickets, finding \$12K in billing errors in 1 year.
- Completed data entry for quarterly price updates on 1,200 products in Excel.

EDUCATION

Bachelor of Business Administration	05/2024
Texas State University	San Marcos, TX
Marketing	

CERTIFICATES

Salesforce Certified Associate
Salesforce
03/2025