

Rebecca Lindqvist

Sales Support Manager Milwaukee, WI · (414) 555-0185 · rebecca.lindqvist@email.com · linkedin.com/in/rebeccalindqvist

SUMMARY

Sales support manager with 11 years in industrial manufacturing sales, the last 5 leading a 9-person sales support team behind \$85M in annual revenue. Runs quoting, order management and Salesforce reporting, sets team goals, and halved quote turnaround through process improvement and clear communication with sales and operations.

EXPERIENCE

Sales Support Manager 02/2021 - Present
Lakefront Motion Controls Milwaukee, WI

Manufacturer of motors, drives and gearboxes for packaging and food machinery.

- Lead a team of **9** sales support specialists handling quotes, orders and returns for 22 field reps.
- Cut average quote turnaround from 3.5 days to 1.6 days with standard quote templates and approval rules.
- Own Salesforce reporting and the monthly forecasting package, raising forecast accuracy from 74% to 90%.
- Hire, coach and review specialists, promoting 3 into inside sales roles and holding turnover under 10%.

Sales Support Supervisor 05/2017 - 01/2021
Badger Industrial Components Waukesha, WI

Supplier of bearings and power transmission parts to equipment manufacturers.

- Supervised 5 coordinators and order management for **\$30M** in OEM blanket orders and scheduled releases.
- Rolled out an Excel backlog dashboard that sales and production planning used in daily stand-ups.
- Reduced order entry errors 45% with a checklist and peer audit built around attention to detail.

Sales Coordinator 06/2015 - 04/2017
Badger Industrial Components Waukesha, WI

Promoted to supervisor after 2 years.

- Processed 250 OEM orders a month and maintained pricing agreements for 40 key accounts in the CRM.
- Coordinated about 25 customer visits and plant tours a year for the sales team and engineering.
- Created an Excel quote log for 300 open quotes that later became the team's standard tracking sheet.

SKILLS

Sales Operations • Salesforce
Order Management
Forecasting • Excel
Process Improvement
Team Leadership • Quoting
Attention to Detail
Communication

EDUCATION

Bachelor of Business Administration
05/2015
University of Wisconsin-Milwaukee
Milwaukee, WI
Marketing