

MATTHEW TAJUDIN

SALES LEADERSHIP AND CUSTOMER SUCCESS MANAGEMENT

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🌐 [Matthew Tajudin](#)

EDUCATION

SAN JOSE POLICE ACADEMY

San Jose, CA | Aug 2012

Reserved Officer - Level 3

HIGHLIGHTS

- Revenue Growth & Expansion
- Sales Management
- Products and Services Sales
- SaaS Client Management
- Sales Projections
- Business Development Strategy
- Personnel and Resources Management
- Business Intelligence & Analytics
- Project Management
- Lead Generation
- Sales Quota Management
- Client Trend Analysis
- Pipeline Growth
- Outbound Sales
- Strategy Formulation
- Staff Training and Development
- Strategic Communication & Leadership

CERTIFICATIONS

- Google Project Management Professional
- Google Data Analytics
- Google IT Support Professional
- Social Media Marketing Professional
- Digital Marketing and E-commerce

PROFESSIONAL SUMMARY

An integrity-driven and accomplished Sales Specialist with expertise in project management and customer success. Demonstrates a proven track record of increasing sales, growing customer bases, and achieving high customer satisfaction. Skilled in executing sales strategies, developing and managing sales teams, and fostering long-term client relationships. Proficient in utilizing market research, business intelligence, and competitor analysis to address market challenges and opportunities. Experienced in leading cross-functional projects, providing strategic direction, and ensuring seamless operations. Reflects a youthful, energetic spirit with a competitive mindset, consistently exceeding company expectations.

WORK EXPERIENCE

CUSTOMER SUCCESS MANAGER | B2B SAAS

Cognizant

Mountain View, CA | April 2019 - Present

- Facilitated the engagement of 3P Partners. The 3P Program allows trusted agencies to verify and manage different business listings in one account, which accounts for more than 10% of Google's live listings.
- Developed and executed a sales/business plan to penetrate the SMB & Mid-Market segment and handle enterprise accounts.
- Trained peers & team members in self-management & cross-functionality. Guided the team to create high-value increments that met the expectations of the complete team.
- Reviewed the requirements during cross-functional team meetings with business, product, and actuarial, proficient in formulating the requirements into design specs, preparing system specifications, assigning tasks to functional teams, and tracking project progress.
- Handled removal of impediments to the team's progress while ensuring that all events were positive, productive, and kept within the timeline.
- Identified new techniques for adequate Product Goal definition and Product Backlog management.
- Removed barriers between stakeholders and the team. Worked with stakeholders and management to streamline business processes and increase productivity.
- Conducted numerous demos for partners across the world, including new partners, to showcase product capabilities and ensure smoother integrations.
- Successfully managed the onboarding and offboarding processes for 3P partners, ensuring seamless transitions and continuous alignment with organizational standards.
- Review policy and procedures to review clients' complaints and escalate the issue to legal, providing them with all the details and steps taken to mitigate the issue.
- Supports the implementation of the strategic agenda for data within the areas of responsibility.
- Compile research & feedback to formulate preliminary recommendations.

ADDITIONAL SKILLS

- Prioritization & Analytical Visualization
- Business Intelligence (BI)
- B2B/B2C
- Market Trend Analysis
- Client Complaint Resolution
- Performance Evaluation
- Financial Acumen
- Cold Calling & Cold Email
- Product Development
- Employee Retention

TECHNICAL SKILLS

- Microsoft Office Suite
- G-Suite
- Salesforce.com/CRM Tools
- LeadSquared
- Asana
- Database Management
- Data Analysis

LANGUAGES

- English (Native)
- Persian

REFERENCES

Available on Request

WORK EXPERIENCE

OPERATIONS SPECIALIST AT GOOGLE

Cognizant / Google

Mountain View, CA | Jan 2019 - Present

- Working on creating project roadmaps while developing strategic action plans to enhance the quality of projects.
- Engineer software deliverables in all project phases: planning, design, development, deployment, maintenance, and support.
- Conducts in-depth risk assessments to identify constraints and propose mitigation methods.
- Design and implement design changes to existing products to improve reliability, solve manufacturing issues, and reduce cost.
- Lead overall project planning, milestones, and execution using internal project management tools to manage dependencies & risks.
- Responsible for the overall management of the company's project activities, including preparing proposals and specifications and developing standards & procedures.

SALES DEVELOPMENT LEAD | B2B SAAS

Conversica

San Francisco, CA | Apr 2018 - Aug 2019

- Developed sales strategies for existing accounts while identifying new business prospects that fit Conversica well.
- Utilized sales engagement tools to research contacts and accounts to strategize with Marketing and Account Executives on prospecting plans.
- Partnered closely with Account Executives to identify and source net new pipeline that led to closed revenue and attaining quota.
- Managed a high volume of accounts with a strategy to prioritize my accounts and time.
- Provided training to Associates on systems and company procedures, i.e., scanning accuracy, productivity, company programs and initiatives, discounts, EAS system, and safety.
- Developed and adopted new ways of building trust, overcoming objections, and creating urgency.
- Built lasting business relationships through performance and credibility; developed positive rapport with people at all levels of responsibility.

ENTERPRISE SALES DEVELOPMENT LEAD

Huddle

San Francisco, CA | Feb 2017 - Mar 2018

- Had been a part of the SDR team and worked strategically with the account executive to create a pipeline, including developing & closing new strategic business for new enterprise accounts.
- Handled and verified key performance indicators for Huddle personnel and conveyed report results to department managers. Coordinated the flow of information internally and with other departments.
- Implemented business development strategies and identified new business opportunities. Building and maintaining key relationships while utilizing his expertise in negotiating and closing each sale.
- Created top-line and bottom-line revenue objectives and both short and long-term distribution strategies.
- Generated qualified meetings and opportunities for aligned Account Executives by following up on warm (inbound) leads & research prospects.
- Built enriching and lasting customer relationships by providing honest and confident feedback and assistance.