

Elena Cuomo

07572 957 148 | elena.cuomo@gmail.com | ecuomo.com | [LinkedIn](https://www.linkedin.com/in/elencuomo)

My passion for enhancing individual and organizational growth drives sales teams to achieve their full potential and exceed targets. With a proven track record of designing and implementing impactful learning programs, I enjoy contributing my expertise to an organization committed to continuous employee development.

PROFESSIONAL

Maxar Technologies | London, UK

Senior Enablement and Training Lead - Global Sales

Sep 2019 - Present

- Proposed solution and built new hire onboarding program for customer facing teams, decreasing time to proficiency by 20%. Collaborated with global sales leadership to identify gaps and communicate value.
- Manage the strategy and implementation of product training to 190 global team members, including the creation of 14 eLearnings and 30+ instructor lead sessions.
- Identified the need for and managed upskilling of technical teams to master proprietary software, decreasing delivery time to customers up to 30%.
- Coordinate, implement, and facilitate annual Tech Conference for Global customer facing teams.
- Collaborate cross functionally to create training materials for commercial and public sector sales, completing project 3 weeks ahead of schedule.

Imagery Analyst

Apr 2018 - Sep 2019

- Outpaced 100% of deadlines, contributing to generation of \$30m in annual revenue.
- Identified inter-departmental communication gaps and formalized procedures to streamline error reporting, decreasing outage time by 15%.

FareHarbor | Denver, Colorado

Enterprise Technical Account Manager

Jun 2017 - Sep 2017

- Managed top 30% highest grossing accounts, responsible for \$20 million in annual revenue.
- Analyzed software intricacies against client needs to increase revenue 30-50%.
- Traveled to client sites to troubleshoot technical errors, advised and implemented operational improvements, and ensured client satisfaction.
- Developed custom reports, optimized 50+ dashboards, collaborated with stakeholders to implement strategic initiatives.

Client Onboarding Specialist

Jun 2016 - Jun 2017

- Managed end-to-end onboarding and implementation process for 280+ accounts with an 84% retention rate, securing 30% of new client revenue in 10 months.
- Created and implemented an employee onboarding program by sourcing an LMS and creating 50+ modules of training material for over 150 employees.
- Managed retraining procedures for 100+ active clients; coordinated across departments to connect clients with a subject matter expert.

EDUCATION

University of Denver - Denver, CO - 2016
Bachelor of Arts in Geography and Marketing
Universidad Belgrano - Buenos Aires, Argentina
- 2014 *Spanish Language and Culture*

CERTIFICATIONS

Sandler Bronze Certification - Sandler Training
Project Mgmt for Learning Professionals - ATD
Essentials of Graphics for Learning - ATD
Consulting Approach to Problem Solving - Udemy

Salesforce | Zendesk | LMS | Articulate 360 | Camtasia | Relationship Management | ADDIE | Instructional Design | Sandler Sales Methodology | Kirkpatrick Model | Autonomous | Analytical | Critical Thinker | Decisive | Results Oriented | Goal Motivated | Client & Stakeholder Management | Problem Solver | Leader | Clear Communication | Collaboration