

SUMMARY

I sell by listening first. For over a decade I have won and grown business with senior leaders by asking the right questions, finding what is actually holding them back, and closing on solutions that fit. At Futurethink that approach drove a 70% upsell rate across 50+ corporate accounts. Today every client in my consulting practice is one I sold, and I use AI tools like Claude to make my pipeline and my clients' pipelines faster and sharper.

SALES STRENGTHS

Consultative discovery Pipeline building and management Account growth and upselling
Objection handling and reclosing Executive relationship selling Proposals and pitches
Remote selling AI-enabled sales workflows (Claude) Salesforce, HubSpot

EXPERIENCE

Charlotte Ingalls LLC — New Orleans, LA 2024 – Present

Founder, Fractional Operations & Sales Consultant

- Built a consulting practice from zero, closing every retainer client myself through prospecting, discovery calls, proposals, and pricing conversations.
- Design sales pipelines for founder-led businesses: stages, CRM setup, follow-up cadences, and reporting, so owners know where the next dollar is coming from.
- Run discovery interviews to surface the real problem behind the stated one, then turn findings into recommendations clients buy and use.
- Teach clients to use Claude and other AI tools in their sales workflow, from proposals and follow-ups to pipeline analysis, cutting hours of admin each week.

Futurethink — New York, NY (Remote) 2021 – 2024

Director of Learning (promoted from Manager)

- Owned relationships with 50+ corporate clients including USAA, Dell, Chevron, Takeda, and NBCUniversal, from first conversation through renewal.
- Drove a 70% upsell rate by mapping senior leaders' goals to expanded programs and closing the added scope.
- Managed pipeline across the portfolio and reported weekly to the CEO on revenue and account health.
- Built pitch decks and proposals that turned complex offerings into clear value stories for each buyer.

DAI — Bethesda, MD 2018 – 2021

Operations Manager, USG Training and Capacity Building

- Won buy-in across 30 offices in 20+ countries, selling internal stakeholders on new programs and ways of working.
- Designed and delivered 50+ programs to international audiences, sharpening the presentation skills that now drive my sales conversations.

Earlier Career 2013 – 2019

- **Consultant, Domino Volunteers (Colombia):** advised 30 nonprofits and won buy-in for capacity-building work.
- **Faculty, Summerfuel at Stanford:** taught social entrepreneurship and coached teams on pitching.
- **Spanish Teacher, Mount Carmel Academy (New Orleans):** five years of holding a room and explaining complex things simply.

EDUCATION

M.A. Social Enterprise, American University, Washington, DC 2019
B.A. History & Spanish, University of Alabama 2010

LANGUAGES & TOOLS

English (native), Spanish (fluent) · Claude and AI-enabled workflows, Salesforce, HubSpot, Google Workspace, Microsoft 365, Project Management Software (monday.com, Wrike), Mural, virtual selling tools