

## SALES

### Summary

Over 17 years of sales and operations management experience in specialty and big-box retail and 4 years sales experience in the automotive sector. Experienced in hiring, training, supervision, and coaching. Proven skills in operations and human resource management, planning, negotiating, organizing and overseeing projects, and events. Committed to the highest work ethic and attainment of organizational goals and objectives.

### Highlights

- Excellent interpersonal and coaching skills
- Sales leadership development
- Performance metrics
- Detail-oriented
- Procedure development
- Employee engagement
- Conflict resolution
- On-boarding and training
- Recruiting
- Performance coaching and counseling
- Operations management
- Human resources management
- P&L management
- Powerful negotiator

### Accomplishments

- Drove store ranking from 297 in company to top 10 in less than 6 months of taking over store
- Increased year-over-year sales by 60% .
- Oversaw multiple stores in the Southeast and worked directly with local management to drive sales and operational success.
- Initiated sales and merchandising policies that were adopted company-wide.
- Recipient of Best Buy's Top Gun Award multiple times for sales and productivity.

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### Experience

Sales 07/2015 to Current Company Name City , State

- Identified prospective customers using lead generating methods and performing an average of 30 cold calls per day.
- Participated in various incentive programs and contests designed to support achievement of production goals.
- Developed tool to track and monitor personal sales opportunities, deals in progress and finished contracts.
- Responsible for implementing all business-building and relationship-building expectations with uniquely assigned accounts and customers.
- Took daily inbound calls and internet inquiries, faxes, and consumer and business credit applications for assigned accounts and clients.
- Consistently met and exceeded department expectations for productivity and accuracy levels.

Sales 08/2012 to 07/2015 Company Name City , State

- Implemented a consultative selling approach with all clients.
- Contacted new and existing customers to discuss how their needs could be met with specific products and services.
- Quoted prices, credit terms and other bid specifications.
- Negotiated prices, terms of sales and service agreements.
- Completed 30-60 outbound calls daily, with average conversion rate of 50 %.
- Responded to all customer inquiries in a timely manner.
- Maintained exceptionally high CSI scores by offering the highest quality customer service possible.
- Maintained customer relationships after the sale to generate referrals and repeat business.
- Took role of F&I manager for a four month period in which I maintained highly accurate paperwork and an average of \$1100 back-end per deal.
- Helped develop an Internet Sales Team that worked internet deals from the initial submittal through the sale and delivery process.
- Advanced user of Xtreme Service Drive sales management software, generating pipeline and account reports weekly.

Store Manager 08/2011 to 08/2012 Company Name City , State

- Directed and supervised employees engaged in sales, inventory-taking and reconciling cash receipts.
- Determined staff promotions and demotions, and terminated employees when necessary.
- Completed weekly schedules according to payroll policies.
- Maintained daily record of all transactions.
- Addressed and corrected sales staff communication issues in a tactful and effective manner.
- Opened a new store location and assisted in recruiting and training new staff.

Market Area Manager/Store Manager 03/2008 to 08/2010 Company Name City , State

- Oversaw general operations of 5 stores in the Southeast.
- Developed and shared best practices across the company.
- Oversaw the development and launch of multiple product lines.
- Recruited, hired and trained new employees for various stores and store openings
- Revamped in-store sales and merchandising programs, resulting in a 60 % improvement in sales .
- Mentored, coached and trained 10 team members.

- Identified inefficiencies and made recommendations for process improvements.
- Conducted new employee orientation to foster positive attitude toward organizational objectives.
- Identified staff vacancies and recruited, interviewed and selected applicants.
- Designed floor plan to make the store experience interactive and engaging.
- Trained all new managers on store procedures and policies.
- Worked closely with the district manager to formulate and build the store brand.
- Evaluated return-on-investment and profit-loss projections.

Store Manager 06/2006 to 03/2008 Company Name City , State

- Directed and supervised employees engaged in sales, inventory-taking and reconciling cash receipts.
- Reorganized the sales floor to meet company demands.
- Stocked and restocked inventory when shipments were received.
- Addressed customer inquiries and resolved complaints.
- Completed a series of training sessions to advance from Assistant Manager to Store Manager.
- Trained staff to deliver outstanding customer service.
- Completed weekly schedules according to payroll policies.
- Delivered excellent customer service by greeting and assisting each customer.

Department Manager 04/1997 to 03/2004 Company Name City , State

- Addressed and corrected sales staff communication issues in a tactful and effective manner.
- Trained staff to deliver outstanding customer service.
- Wrote order supply requests to replenish merchandise.
- Completed weekly schedules according to payroll policies.
- Directed and supervised employees engaged in sales, inventory-taking and reconciling cash receipts.
- Reorganized the sales floor to meet company demands.
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- Stocked and restocked inventory when shipments were received. Delivered excellent customer service by greeting and assisting each customer. Served as mentor to junior team members.
- Led trainings for up to 20 employees on a weekly basis.
- Planned and led training programs on staff development.
- Offered specific training programs to help workers improve sales , merchandising and inventory control .
- Managed new product and content releases.

Department Manager 01/1993 to 01/1997 Company Name City , State

- Trained staff to deliver outstanding customer service.
- Reorganized the sales floor to meet company demands.
- Stocked and restocked inventory when shipments were received.
- Addressed customer inquiries and resolved complaints.
- Delivered excellent customer service by greeting and assisting each customer.

Education

Bachelor of Arts : Religion /Psychology 2006 Charleston Southern University City , State

Skills

- Customer Service
- Direct-to-Vendor Buying/Ordering
- Internet Sales
- Inventory Control
- Loss Prevention
- Merchandising
- Multi-unit Management
- Negotiating/Closing
- On-boarding
- Payroll
- P&L Management
- Planning
- Receiving
- Recruiting
- Sales Coaching and Training
- Sales Management
- Store Relocation and Remodeling
- Team Leadership
- Mentoring
- Vendor Relations

