

SALES

Summary

Account Manager focused on maximizing sales by managing all accounts systematically and logically. Believes consistency and dedication build the most successful business partnerships.Â Â ExcelÂ at building a loyal customer base to achieve both short and long-term organization sales goals.

Highlights

- Superior communication skills
- Cheerful and energetic
- Effective team player
- Staff training and development
- Resolution-oriented
- Dependable and reliable

Accomplishments

Responsible for training new employees in all aspects of distribution and sales.

Ensured one hundred percent compliance with all company rules and regulations.

Established new accounts and client interaction.

Monitored sales goals and expectations for multiple brands.

Improved product placement at both on premise and off premise accounts.

Managed quality assurance for all products within distribution.

Maintained files for all individual accounts and products.

Increased sales through effective customer communication.

Experience

Sales

September 2008 Company Name i¼ City , State Responsible for implementing all business-building and relationship-building expectations with uniquely assigned accounts and customers. Consistently met and exceeded department expectations for productivity and accuracy levels. Recommended and helped customers select merchandise based on their needs. Informed customers about sales and promotions in a friendly and engaging manner. Answered customers' questions regarding products, prices and availability. Collaborated with colleagues to exchange selling strategies and marketing information. Collaborated with members of other departments to complete sales transactions. Shared product knowledge with customers while making personal recommendations.

City Manager

April 2008 to September 2008 Company Name i¼ City , State Successfully managed the activities of 12Â team members. Developed, implemented and monitored programs to maximize customer satisfaction. Interviewed, hired and trained new quality customer service representatives. Addressed negative customer feedback immediately. Resolved customer questions, issues and complaints. Coordinated with airport vendors regarding fueling and catering logistics. Determined flight close-out times and completed and verified flight forms.

Senior Corporate Travel Consultant

September 2017 to April 2008 Company Name i¼ City , State Planned travel arrangements for 200 executives and staff. Received and screened a high volume of internal and external communications, including email and mail. Collected customer feedback and made process changes to exceed customer satisfaction goals. Made reasonable procedure exceptions to accommodate unusual customer requests. Provided accurate and appropriate information in response to customer inquiries. Addressed customer service inquiries in a timely and accurate fashion. Built customer loyalty by placing follow-up calls for customers who reported product issues.

Passenger Service Agent

January 1995 to September 2007 Company Name i¼ City , State

- h Communicated with customers daily h Committed to the assistance and support of others while maintaining a cheerful and helpful attitude h Trained in and maintained excellent interpersonal and communication skills that complement proven creative problem solving capabilities h Provided superior customer service and work quality while demonstrating attention to detail, flexibility and innovation in resolving problems.

- Possess effective communications skills, and work well with others at all levels h Dealt tactfully and effectively with difficult customers h Experienced in both customer service and supervisory positions h Worked closely with the inflight, flight dispatch, maintenance, and customer service departments through the operations position to meet the needs of the customers h Experienced in handling emergencies, flight delays, diversions, and other related incidents h Handled incoming and outgoing communications, aircraft flight guards, and initiated overdue actions h Handled time-sensitive freight, general goods, hazardous materials, and government shipments h Successfully completed civil aviation security course conducted by FAA h Assured flight safety during winter operations through deicing certification and training

Education

Communications West Virginia State University i¼ City , State

2002 United States Air Force Air National Guard i¼ City , State Received Honorable Discharge from service Communications

George Washington High School i¼ City , State GPA: Assisted with organizing and participating in various community service projects Involved in several athletics programs Assisted with organizing and participating in various community service projects Involved in several athletics programs

Skills

Air Force 2, attention to detail, interpersonal and communication, communications skills, Oral Communication, creative problem solving, Customer Relations, customer service, government, innovation, Inspection, Leadership, materials, Problem Solving, Public Safety, Public Speaking, Quality, Safety, sales, supervisory, Supervision, technician