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Objective

Secure a position that will enable me to use my knowledge and experience in sales and customer relations to develop new relationships and to work in a team environment in an effort to increase sales productivity.

Qualifications

- Managed a 30+ member sales force in a Men's clothing department that exceeded 2 million dollars in sales annually. Also responsible for maintaining the budget and schedule.
- Responsible for scheduling and hiring for the membership department in a 13,000 member family and fitness facility.
- Responsible for training RV Customer Service Department regarding all customer communication via telephone or e-mail.
- Manage several RV Distribution accounts insuring issues are taken care of in a satisfactory and prompt manner while keeping clients abreast of new products and current promotions.
- Trained and motivated membership staff in the area of customer service.
- Field consumer calls and help them with any issues they may have with our product(s).

Professional Experience

Key Account Manager, Camco, Mfg. 2005-October 2008

- Responsible for developing customer relations with new major accounts
- Create policy, procedure, and pricing with key accounts
- Responsible for building sales with new and existing customers

Guest Services Director, Alex W. Spears III Family YMCA 2003-2005

- Responsible for hiring and training all customer service staff
- Set and motivate to achieve monthly membership sales goals
- Create and maintain yearly budget

Teen Director, YMCA of Metropolitan Greensboro 1999-2003

- Create and facilitate all YMCA youth programs
- Organize collaborations with the goal of positively impacting youth in Guilford County
- Train staff to work with youth in all areas of Greensboro regardless of socio-economic background

Area Sales Manager, Dillard's Department Store 1996-1999

- Responsible for hiring and training sales staff
- Set monthly sales goals and developed plans to attain them
- Developed and managed budget for Men's Sales Department

Education

Business Administration, Campbell University 1983-1988

References Available Upon Request