

BUSINESS DEVELOPMENT CENTER MANAGER

Professional Summary

Dynamic Marketing Manager with more than 7 years in the Sales Management and Territorial Marketing Industries. Creative and innovative team player with compelling leadership skills. Highly customer service oriented with excellent written and verbal communication skills which enhance the customer service experience. Excels in deadline-driven account management with an established track record of remarkable sales results.

Experience

Business Development Center Manager , 08/2017 to 10/2018 Company Name i¼ City , State

- Achieving daily-weekly and monthly goals and objectives.
- Making 75-100 outbound calls per day.
- Initiating and Responding to customers with 40-60 emails per day.
- Working in a computer based management tool.
- Setting a volume of appointments daily.
- Following up with customer vehicle inquiries efficiently to maximize opportunities.
- Effective working as part of a team.

Internet Sales Manager , 12/2016 to 03/2017 Company Name i¼ City , State

- Maintained a 94% average of leads answered in <15>
- 3 minute average answer time per lead.Â
- Worked flexible schedule and from home office to insure precise customer lead follow up
- Provided expert product and service information.
- Delivered 5 Units during first week of hire
- Ensure that salespeople are informed of all incoming appointments
- Enhance customer satisfaction during the entire purchase experience.
- Partner with the Financial Services Department to develop and coordinate best practices for the most efficient and effective sales approach

Sales Consultant , 12/2016 to 08/2017 Company Name i¼ City , State

- Contributed to repeat and referral business by using strong customer service and problem solving skills.
- Maintained a 98 % customer service satisfaction rating per KIA Performance Center.
- Worked flexible schedule to accommodate changing customer levels.
- Organized items in visually appealing manner.
- Answered incoming telephone calls with professional and knowledgeable responses.
- Developed and executed sales promotions.
- Provided expert product and service information.

Community Donation and Outreach Manager - Eastern CT Territory , 05/2016 to 12/2016 Company Name i¼ City , State

- Identified, developed and evaluated marketing strategies based on knowledge of company objectives and market trends.
- Worked effectively in a heavily cross-functional, fast paced environment.
- Directed and supervised employees engaged in sales and inventory-taking.
- Trained staff to deliver outstanding customer service.
- Identified inefficiencies and made recommendations for process improvements.
- Built partnerships with local organizations to increase company offerings and improve services.
- Established 54 Â new accounts in only 6Â months through successful client development.

Membership and Marketing Manager-Eastern CT Territory , 07/2014 to 05/2016 Company Name i¼ City , State

- Managed 22 towns in CT with over 5000 girls and 3000 adults.
- Attended and participated in community meetings and groups
- Collaborated with probation officers, school representatives and other key individuals in the community to support children and their families
- Facilitated activities that developed students' physical, emotional and social growth.
- Worked with an average of 20 students per program
- Trained program staff to deliver outstandingÂ Â educational and creative programming.

Loss Prevention and Operations Manager , 08/2013 to 07/2014 Company Name i¼ City , State

- Ensures highest level of compliance in and the execution of company sponsored training programs for all employees.
- Responsible for the protection of company assets through multiple avenues of Loss Prevention.
- Maintained high average (90-95%) audit stores compared to the company average (82%).

Lead Sales Associate - Part Time , 08/2013 to 07/2014 Company Name i¼ City , State

- Exceeding company sales standards within my first month (7.9% increase to projected sales budget).

- Maintains a large customer base to insure return customers and promoting Belden Jewelers through excellent customer service.

Assistant Store Manager , 04/2012 to 08/2013 Company Name i¼ City , State

- Created plans to maximize sales and customer service on a weekly basis.
- Maintained a "customer first" selling experience to increase future sales.
- Recognized for mastery in Leadership, Team Management, Communication and Planning and Organization of Administrative Duties at retail store level.
- Increased 2013 sales by 2.35% and units sold by 5.76% with in first 8 months of employment.

Shift Supervisor , 05/2010 to 04/2012 Company Name i¼ City , State

- Responsible for opening and closing procedures.
- Maintained above average customer service and secret shopper percentages (92-98% customer service rating) with all employees averaging of at least (88%).
- Cross trained all employees to work efficiently in all areas of retail store.

Department Manager , 11/2009 to 05/2010 Company Name i¼ City , State

- Highest sales rating for three consecutive months (10% increased sales over projected budget).
- Trained all new sales associates for other departments.
- Controlled department payroll budget.
- Scheduled staff efficiently to maximize sales and accommodate store traffic.

Member Program Facilitator , 09/2008 to 06/2012 Company Name i¼ City , State

- Active leader in multiple urban towns across CT.
- Exceeded membership goal in every program (105% enrollment rate).
- Created easy to follow programs that would enrich girls and increase membership enrollment in new areas.
- Established and maintained cooperative relationships with representatives of community and public interest groups.

Camp Counselor , 05/2006 to 08/2008 Company Name i¼ City , State

- Responsible for providing unit information reports, data, and daily logs to the Head Counselor.
- Responsible for participating in and leading camper activities.
- Responsible for maintaining effective working relationships with staff and creating harmonious relationships with campers, parents and staff.
- Responsible for check-in and check-out procedures.
- Ensure that unit schedules and activities are implemented.

Education

Associate of Science : Respiratory Therapy , 2019 Manchester Community College i¼ City , State

Diploma Bolton High School i¼ City , State

Multiple awards for Philanthropy, Music Education, and Special Needs work within the school