

BUSINESS DEVELOPMENT MANAGER

Professional Summary

High-energy Manager successful in building and motivating dynamic teams. Cultivates a company culture in which staff members feel comfortable voicing questions and concerns, as well as contributing new ideas that drive company growth. Customer Service Representative who maintains a high level of professionalism, patience and efficiency to minimize customer dissatisfaction and increase customer loyalty. Core Qualifications Operations management Complex problem solving Staff training Team building Supervision and training Customer service Skilled negotiator Advertising Computer-savvy Social media marketing Event planning Purchasing Top sales performer Microsoft Outlook Microsoft Excel Microsoft PowerPoint Microsoft Office Microsoft Word

Work Experience

08/2015

Business Development Manager Company Name 1/4 City , State

- Cold and warm called 75 new and existing accounts per day.
- Generated new accounts by implementing effective networking and content marketing strategies.
- Identified strategic partnerships and gathered market information to gain a competitive advantage.
- Contacted new and existing customers to discuss how specific products could meet their needs.
- Answered customer questions regarding products, prices and availability.
- Identified issues with existing marketing material to drive process improvements.
- Generated new sales opportunities through direct and telephone selling and emails.

03/2015 to 08/2015

Event manager Company Name 1/4 City , State

- Worked quickly and efficiently, with minimal oversight, to accomplish assigned duties.
- Managed payroll and time and attendance systems.
- Developed tool to track and monitor personal sales opportunities, deals in progress and finished contracts.
- Collaborated with advertising and promotion managers to promote products and services.
- Prepared detailed marketing forecasts on a daily, weekly and quarterly basis.
- Worked effectively in a heavily cross-functional, fast paced environment.

06/2014 to 03/2015

Customer Service Call Center manager Company Name 1/4 City , State

- Successfully managed the activities of 12-18 team members in multiple locations.
- Created training manuals targeted at resolving even the most difficult customer issues.
- Monitored the daily activities of 2 customer support teams.
- Improved service quality and increased sales by developing a strong knowledge of company's products and services.
- Addressed negative customer feedback immediately.
- Effectively communicated with team members to maintain clearly defined expectations.
- Resolved customer questions, issues and complaints.

04/2014 to 06/2014

Customer service representative / Call Center Company Name 1/4 City , State

- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Provided accurate and appropriate information in response to customer inquiries.
- Demonstrated mastery of customer service call script within specified timeframes.
- Addressed customer service inquiries in a timely and accurate fashion.
- Built customer loyalty by placing follow-up calls for customers who reported product issues.
- Properly directed inbound calls in phone queues to improve call flow.

Education and Training

2012

High School Diploma Mesa High School 1/4 City , State , United States 4.0 Finished top in my class.

Skills

advertising, competitive, content, contracts, customer satisfaction, customer service, customer support, fashion, fast, functional, marketing strategies, marketing, market, marketing material, networking, payroll, progress, promotion, quality, selling, sales, script, strategic, telephone, phone, training manuals