

JESSICA CLAIRE

EXPERIENCED SALES MANAGER PROFESSIONAL

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Summary

Attentive and goal-focused brings successful approach to cultivating complex best practices to meet organizational and regulatory expectations. Detail-oriented focus on achieving expected outcomes. Enthusiastic hard worker with expertise in cultivating lucrative client relationships and implementing better processes and procedures, more importantly in the tire wheel industry, i.e. ST, Radial, Medium Truck, Light Truck, OTR as well as an expert in the Trailer, RV, Marine, Utility Market as an OEM, OEM Supplier, Component Supplier, Starts ups, OEM mfg plants in the US and Canada. Dealer Networks, Wholesale, Retail which is specifically but not limited to all runner gear product. Chassis, TIre, Wheels, Axles, Suspension, Couplers, Jacks, Brakes Systems.

Skills

- Project analysis
- Reports and documentation
- Staff management
- Employee management
- Issue resolution
- Analysis
- Customer relationship management
- Safety regulations
- Continuous Improvement
- Strategic Planning
- Project Implementation
- Market trends understanding
- Sales and market development
- Lead development
- Expense reporting
- Upselling expertise
- Sales presentations
- Networking
- Problem investigations
- Territory management

Experience

Consultant, 01/2019 to Current

Amdocs – Chicago, IL

- Researched and analyzed operations to ascertain detailed client needs.
- Oversaw project schedules and evaluated progress toward important milestones at every phase of project.
- Established quality standards and performed work according to project schedules.
- Handled Human Resource, Production, Operatoins, dealer network problems and issues during project implementation.
- Coordinated with appropriate departmental staff members to assign proper procedures for project implementation and strategic aim.
- Analyzed cost and expense to measure against original budget with adjustments to align operations with fiscal goals.
- Laid out consulting services governing orders, activities, schedules and employee performance.
- Broadened improvement initiatives by troubleshooting problems and recommending corrective actions.
- Assisted senior management in negotiating and renegotiating contracts to improve cost savings.
- Placed orders for customer purchases and personal inventory to maintain consistent stock.
- Kept customer information confidential and handled details accurately.
- Maintained current knowledge of market trends to help clients feel fashionable and flattered by styles.
- Delivered high level of service to customers in effort to build upon relationships for future.
- Documented research findings and prepared polished reports highlighting results and potential improvement strategies.
- Resolved Sales, Operations, Purchasing, Application issues and implemented corrective actions to prevent recurrence.

General Manager-Idaho, 12/2010 to 01/2019

Diamond Resorts Corporation – Cave Creek, AZ

Same responsibilites as prior work experience at GLOBAL DIRECT COMPONENTS with the addition of the the following.

- Exceeded sales goals and improved profitability by aligning sales strategies and business plans with market trends.
- Retained clients and obtained referrals by promptly resolving customer complaints, providing value and promoting quality.
- Implemented strategies to drive changes and improvements and enhance performance.
- Tracked and analyzed weekly sales reports, implemented corrective action plans and streamlined sales operations.
- Created and delivered sales presentations demonstrating value through cost reduction, ROI and customer satisfaction.
- Scrutinized properties, both new and existing and maintained records of distinguishing traits for each.
- Documented type, construction and measurements of each piece of property and collected required field evidence to support conclusions.
- Negotiated between sellers and buyers over property prices and settlement deals.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.
- Juggled multiple projects and tasks to ensure high quality and timely delivery.
- Exceeded customer satisfaction by finding creative solutions to problems.
- Became the GM of both LionsHead Idaho and Minnesota while working and supporting the managers and staff of Lionshead TX
- Responsible for finding strategic partners and accumulating 1-2 million dollars in sales prior to opening plants up in a particular region. Responsible for 4 total plants outside of corporate.
- Grew and trained staff out of my home state of Idaho to represent LH and its customers in every location outside of Corporate.
- Hired and brought viable options and candidates to LH corporate
- Become a Senior Director for LH and reported Directly to Gary Graham.
- Was the second highest paid employee below Gary Graham in when I earned sales, inventory, and purchasing goals where i received 10 percent of the net sales of all locations under my direct management.
- Handle all Cap Ex for all satellite locations, purchasing, permits of all DOT, OSHA, CSA standards with logistics and operations.
- Developed wheels with factories directly out of China.

General Manager, 01/2002 to 01/2010

Global Direct Components (GDC) – City, STATE

- Built and maintained loyal, long-term customer relationships through effective account management.
- Delivered exceptional client experiences through hands-on leadership of associates and managers.
- Established clear performance goals and metrics for revenue, P&L, customer service and customer retention.
- Designed sales and service strategies to improve revenue and retention.
- Managed shrink processes and inventory levels for corrective action planning to save costs.
- Complied with company policies and government regulations to prevent and detect rule violations and protect organization from fines and lawsuits.
- Developed employee handbook, detailed job descriptions and workflow plans to formalize operational systems and procedures.
- Enhanced operational performance by developing effective business strategies, systems and procedures.
- Directed safety operations and maintained clean work environment to adhere to FDA and OSHA requirements.
- Monitored supplier operations to verify quality, delivery schedule and conformance to contract specifications.
- Maximized time and manpower by consolidating data, payroll and accounting programs into centralized system.
- Tracked monthly sales to generate reports for business development planning.
- Oversaw corporate communications to streamline data and information sharing initiatives.
- Mitigated regulatory risks by overseeing compliance visits and adhering to protocol.
- Facilitated monthly workshops to share best practices to optimize productivity.
- Liaised with cross-functional teams to develop product positioning strategies.
- Directed successful turnaround by eliminating over \$500,000 in debt within one quarter.

Education and Training

Associate of Applied Science: Business Management, 08/1996

Loyola Marymount University - Los Angeles, CA