

# FIRST LAST

## Sales Operations Manager

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### PROFESSIONAL EXPERIENCE

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#### RESUME WORDED

San Francisco, CA and New York, NY

##### Sales Operations Manager

2016-Present

- Responsible for all legal, contract compliance, renewals, price protections, co-op, margin changes, and spiffs.
- Drove the allocation and reporting for over \$800 million in inventory resulting in 15% savings.
- Negotiated and configured CRM for 200+ sales force resulting in 10% organic growth.
- Built cross-functional relationships to enhance sales channels and overall company performance by 12%.
- Developed and implemented a sales incentive program for 100+ employees.
- Oversaw internal inventory to include employee phones, AE's sales kits, and VIP's promotional use that resulted in \$600,000 in annual savings.

#### GROWTHSI

New York, NY

##### Retail Sales Manager

2013-2016

- Supervised a team of 15 associates in addition to overseeing a staff of 60+ associates while managing daily operations of the store.
- Increased overall departmental sales by 10% in a single year; and GROWTHSI designer brand by 35%.
- Monitored the performance of each team member by conducting a monthly touch base, coaching in the moment, and implementing disciplinary actions in a write up.
- Reviewed operational records and reports monthly to project sales and determine profitability.

#### GROWTHSI

New York, NY

##### Territory Sales Manager

2012-2013

- Serviced and managed 150+ target accounts consisting of medical doctors, chiropractors, acupuncturists, nurses, dieticians, and nutritionists.
- Recognized for superior performance in quarterly sales for Diabetical Medical Foods at 105%.
- Demonstrated exceptional product knowledge of over 300 clinical nutrition formulas and medical foods.
- Successfully engaged and trained over 100+ new and existing customers through email campaigns, company sponsored webinars, in-office training, and hosting peer-to-peer dinners.

### EDUCATION

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#### GROWTHSI BUSINESS SCHOOL

San Francisco, CA

##### Sales Operations Science Certificate

2010-2012

#### RESUME WORDED UNIVERSITY

New York, NY

##### Bachelor of Business, Major in Management; Minor in Marketing

2007-2011

### ADDITIONAL INFORMATION

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- Techniques: SDLC (Software Development Life Cycle), Resource Planning, MS Project, Analytics and Reporting, Business Acumen
- Technical Skills / Software: CRM, Microsoft Office Suite, Salesforce, Oracle
- Certifications: Sales Operations Manager Bootcamp (2015), Passed Resume Worded examinations