

Summary

Successful Account Manager with 8 years of experience propelling brand image and driving customer engagement to increase revenue. Skillful in generating attention among target audiences. Strong collaborator comfortable working with various teammates and industry professionals to oversee execution of campaigns.

Skills

- B2B and B2C Sales
 - Sales Closing
 - Relationship Selling
 - Territory Sales
 - Post-Sales Support
 - Product and Service Knowledge
- On-Site Product Demonstrations
 - Customer Needs Assessment
 - Cannabis Knowledge
 - Account Management
 - Staff Training and Motivation

Experience

Sales Representative, 06/2021 to 04/2022

Macmillan – Gordonsville, VA

- Placed orders and answered customer questions in-person, through email and over phone to maximize customer service.
- Contacted new and existing customers to outline benefits of products.
- Answered product questions with up-to-date knowledge of sales and promotions.
- Improved overall customer purchasing experiences to promote steady revenue.
- Fostered relationships with customers to expand customer base and retain business.
- Demonstrated product features to align with customer needs.
- Developed key customer relationships to increase sales.
- Answered customer questions and responded quickly to problems and complaints in person, on phone and by email.
- Answered customer questions, shared product knowledge and researched pricing and availability.
- Helped customers find specific products, answered questions and offered product advice.
- Suggested products and services to match customers' stated needs and preferences.
- Listened to customers to understand needs and refer to optimal services.
- Met with store managers to discuss product needs, accomplish sales goals and facilitate sales growth.

Sales Representative, 07/2018 to 06/2021

Macmillan – Chicago, IL

- Placed orders and answered customer questions in-person, through email and over phone to maximize customer service.
- Contacted new and existing customers to outline benefits of products.
- Monitored customer order process and addressed customer issues.
- Fostered relationships with customers to expand customer base and retain business.
- Identified customer needs to deliver relevant product solutions and promotions and meet target budgets.
- Improved overall customer purchasing experiences to promote steady revenue.
- Answered product questions with up-to-date knowledge of sales and promotions.
- Demonstrated product features to align with customer needs.
- Developed customized sales techniques to successfully sell and upsell services to new and existing clients.
- Developed key customer relationships to increase sales.
- Created successful strategies to develop and expand customer sales.
- Engaged positively with each customer, providing professional and polite support for sales and service needs.
- Answered customer questions and responded quickly to problems and complaints in person, on phone and by email.
- Pursued and generated customer leads as well as engaged in follow up activities to gain new client accounts.
- Answered customer questions, shared product knowledge and researched pricing and availability.
- Helped customers find specific products, answered questions and offered product advice.
- Conferred with customers to understand needs, recommend products and solve after-sale issues.
- Listened to customers to understand needs and refer to optimal services.

Agricultural Worker, 11/2016 to 07/2018

Ymca Twin Cities – Saint Paul, MN

- Assisted with cannabis harvest by collecting, sorting and packing crops.
- Harvested and inspected crops by hand for quality purposes.
- Planted and watered seeds using hand watering and irrigation systems.
- Installed, cleaned and maintained irrigation equipment to maximize functionality.
- Pruned plants in greenhouse [Number] times per week.
- Maintained accurate records for organic certification.

Sales Associate, 03/2016 to 11/2016

Chalice Farms – City, STATE

- Operated cash register, collected payments and provided accurate change.
- Completed daily recovery tasks to keep areas clean and neat for maximum productivity.
- Helped customers find specific products, answered questions and offered product advice.
- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.
- Sold various products by explaining unique features and educating customers on proper application or usage.
- Built and maintained relationships with peers and upper management to drive team success.
- Answered product questions with up-to-date knowledge of sales and promotions.
- Retained product, service and company policy knowledge to serve as resource for both coworkers and customers.
- Built trusting relationships with customers by making personal connections.
- Answered incoming telephone calls to provide store, products and services information.
- Engaged positively with each customer, providing professional and polite support for sales and service needs.
- Answered customer questions, shared product knowledge and researched pricing and availability.
- Stayed up to date on company products and services to support sales objectives.
- Kept calm and applied strong problem-solving and interpersonal skills to resolve conflicts.

Brand Ambassador, 11/2015 to 10/2016

Company Name – City, State

- Organized and carried out promotional events, set up and tore down event sites and interacted with customers.
- Maintained consistent visual merchandising standards to highlight product features, attract customers and boost sales.
- Promoted positive company image through superior customer service experiences.

Physical Therapy Aide, 01/1998 to 12/2006

Company Name – City, State

- Kept detailed records of patient physical therapy treatments and improvements.
- Used various mechanical and electrical equipment and prosthetic and orthotic devices to properly treat patients.
- Worked as part of team to execute proper care of body mechanics and safety of patient.
- Maintained equipment to keep equipment in optimal condition and great working order.
- Designed patient care strategies and administer various physical therapy treatments.
- Instructed patients in safe and effective use of weights, pulleys, inclined surfaces and various equipment for given treatments to reduce injury.
- Oversaw physical rehabilitation program to introduce and implement new rehab protocols for patient care.
- Documented patient physical therapy treatments and made observations on improvement.
- Trained patients on how to safely and effectively use pulleys, weights and inclined surfaces.
- Monitored equipment use and overall safety of patients.
- Instructed patients with home care exercises to promote patient ROM and overall health.
- Assisted in application of traction devices.
- Maintained office and therapy equipment by cleaning and making minor repairs.

Education and Training

High School Diploma: 06/1997

Dunedin High School - Dunedin, FL

St. Petersburg College - Clearwater, FL