

Jessica Claire

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SUMMARY

Industrious managerial position with strong background maximizing client relations with excellent communication skills and expert follow-up on issues. Proven history of expanding client base by implementing targeted marketing initiatives.

SKILLS

- Office management software
- Accounts reconciliation
- File and data retrieval systems
- Scheduling meetings
- Customer service orientation
- Invoicing and billing
- Interpersonal communications
- Billing
- Motivational leadership style
- Inventory control
- Computer proficiency
- Ability to prioritize
- Payroll and benefits
- Scheduling and calendar management
- Project management
- Public relations
- Proposal writing
- Customer relations
- Banking operations
- Self-directed
- Data entry
- Training and development
- Event coordination
- Reception
- Senior leadership support
- Expense reporting
- Professional demeanor
- Lead generation
- Consultative sales
- Sales proposal creation
- Customer liaison
- Customer relationship management
- Sales strategies
- Sales closing
- Post-sales support
- On-site product demonstrations
- Product and service knowledge

EXPERIENCE

- 10/2020 to Current

CONSULTANT

Nystec – Rome, NY

 - Listened to customers to understand needs and refer to optimal services.
 - Greeted incoming customers and provided expert sales and service to drive revenue.
 - Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
 - Demonstrated products in effort to show potential buyers benefits and advantages and encourage purchases.
 - Cultivated productive relationships with existing customers through exceptional follow-up after sales.
 - Handled credit and debit card payment processing to complete purchasing experience.
 - Increased revenue by skillfully upselling and closing customer sales and driving product benefits around client needs.
 - Boosted client satisfaction ratings by offering proactive resolution ideas while driving actionable responses to questions, concerns or challenges.
 - Landed new customer accounts through consistent combination of perseverance, dedicated cold calling and exceptional service.
 - Priced out products for customers and drew up sales paperwork.
 - Worked with fellow sales team members to achieve group targets.
 - Placed orders and answered customer questions in-person, through email and over phone to maximize customer service.
 - 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.
 - Answered product questions with up-to-date knowledge of sales and promotions.
 - Demonstrated product features to align with customer needs.
 - Developed targeted lists and new business opportunities, accelerating sales process to achieve results.
 - Presented products and services to prospective and existing customers to meet client needs.
 - Adhered to company initiatives and achieved established goals.
 - Developed customized sales techniques to successfully sell and upsell services to new and existing clients.
 - Drove substantial sales through suggestive selling and by promoting add-on purchases.

10/2017 to 12/2018

Executive Director

Amikids – Columbia, SC

- Established excellent relationships with residents and family members by proactively identifying problems and acting appropriately to ensure resident engagement and satisfaction.
- Improved organizational processes and regulatory compliance by implementing new personnel structure with clear-cut roles and responsibilities.
- Provided services including counseling, case management, education and job training to diverse client base.
- Shared mission of organization with public through successful community outreach and marketing strategies.
- Delivered premier line of business by building client confidence and trust, managing speedy site conversion, accomplishing launch goals and exceeding client expectations.
- Generated several new client relationships and profit revenue over 10 months by driving effective business development strategies.
- Partnered with other similar businesses to assess competition and plan sales and business development initiatives.
- Spearheaded recruitment of top talent to fill vacancies such as media directors, and prospect clients/cast members.
- Cultivated positive image across all social media forums by developing partnerships with media, business and community groups.
- Developed and directed activities of team, implementing culture of excellence by modeling expected behavior of the Artistic Director.
- Choreographed step and moves sequences for dancers.
- Demonstrated various dance routines, watched and evaluated dancers and tweaked steps to produce outstanding shows.
- Oversaw various dance projects from conceptualization to completion.
- Protected company reputation and built loyal client base by working relentlessly to resolve problems and improve customer satisfaction.
- Monitored multiple databases to keep track of all company inventory.
- Developed exceptional attendance record with special attention to punctuality and preparation to work upon arrival.
- Delivered an exceptional level of service to each customer by listening to concerns and answering questions.
- Provided onsite training.
- Prepared choreography for individual and group performances.
- Instructed 100+ students of various ages in multiple dance disciplines.
- Provided outstanding commercial and industry services to new and long-standing customers by attending closely to concerns and developing solutions.
- Planned and executed monthly projects and events.

01/2012 to 12/2014

Chief Executive Officer

State Of Massachusetts – West Springfield, MA

- Provided leadership to organization, establishing business direction and actualizing operational plans to meet client expectations and profitability goals.
- Oversaw strategic business decision-making to develop, enhance and enforce business mission.
- Built high-energy, forward-thinking team to modernize legacy operations and keep organization agile in changing conditions.
- Communicated with clients to meet fiduciary obligations, strengthen relationships and define client objectives.
- Handled contract signing, fee collection, business accounts payable and receivable functions, and event booking activities.
- Promoted services and expanded vendor network by attending and participating in industry events.
- Trained and supported cross-functional teams comprised of customer service, marketing, and sales teams.
- Organized corporate events, including luncheons and dinners, conferences and special events.
- Organized events, including location selection and booking, scheduling, marketing initiatives, resourcing and seminar coordination.
- Managed strategic business planning and day-to-day operations
- Worked with camera department to meet production needs and provide personnel with requisite tools and equipment.
- Directed successful show in company history through positive engagement, effective communication and dynamic collaboration.
- Hired artists, directors, performers, actors, stagehands and designers.
- Provided organizational leadership to multimedia production company specializing in video and mobile application development.
- Coordinated, planned, produced and edited commercial videos for corporate clients in various industries.
- Drove business growth and success through implementing marketing and sales strategies.

08/2007 to 08/2008

National Director

John Robert Powers School System – City, STATE

- Managed projects in field, supervising team of 12+ staff members and meeting all anticipated deadlines.
- Prepared monthly, quarterly and annual sales forecasts to effectively plan sales strategies.
- Determined annual unit and gross-profit plans by implementing marketing strategies and analyzing trends and results.
- Addressed customer complaints to drive satisfaction and adjusted operational strategies to reduce issues.
- Researched and identified potential customers and new market opportunities on continuous basis to maintain sustained revenue growth.
- Maintained productive national sales staff by strategically recruiting, orienting and training top-notch employees.
- Oversaw inventory purchases and sales contracts to keep records current and compliant.
- Cultivated dynamic relationships with students, parents and guardians by serving as school resource.
- Successfully managed 100+ student school for 3 years.
- Facilitated collaboration and cooperation between departments and cross-functional teams to support and establish programs, lessons and student activities.
- Resolved situations, positively affected behavior and motivated enhanced academic performance by cultivating strong student and parent relationships.
- Determined what information needed to be presented to large groups by interacting with new, and current families.
- Delivered speeches to groups of people in various venues addressing arts and entertainment education.
- Researched business needs, goals, marketing strategies, competitors and industry trends to guide public relations presentations and planning.
- Cultivated network of several media and communications professionals to maintain strong partnerships, secure positive coverage and facilitate quick dissemination of information.
- Devised public relations strategies to engage with and influence general public in support of accomplishing business objectives and boosting revenues.
- Optimized procedures to streamline efficiency, reduce labor hours and boost profitability.
- Established, enforced and updated policies to keep business agile and responsive to changing market conditions.
- Remained calm and professional in stressful circumstances and when dealing with unhappy customers, effectively diffusing situations.
- Supported top talent identification processes by interviewing candidates and executing all HR steps, including on-boarding, orientation and benefits.
- Oversaw office financial management, including AP/AR and payroll administration.
- Elevated productivity initiatives and managed presidential calendar, including coordinating itinerary and scheduling appointments.
- Monitored and controlled office inventory to ensure adequate supply levels, timely product ordering and efficient management of company resources.
- Maintained impeccable office organization to support efficiency, professionalism and performance objectives.
- Administered physical and digital filing systems, keeping records well-organized and easily retrievable by team members.
- Managed financial documentations such as expense reports and invoices.
- Automated office operations, managing client correspondence, record tracking and data communications.
- Coordinated travel arrangements, including booking hotel rooms, car rentals and airfare for staff traveling to domestic and international locations.
- Completed billing, collections and reporting duties on daily basis.
- Trained and mentored administrative staff members in company policies, daily task execution and industry best practices.

EDUCATION AND TRAINING

- 2004
- High School Diploma

Alhambra High School - Alhambra, CA

CERTIFICATIONS

- Premium products Training - 2023
- Certified Consultant, Best Buy - 2023
- Appliances, Home Theater, Networking, Security, Health/Fitness, Computers License - 2023
- Pacific Sales Home & Kitchen, Magnolia Design Center, Best Buy - 2023