

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Multi-tasking consultant well-known for successfully taking projects from beginning stages to completion. Polished and professional offering proficiency in [Type] technology. Commended for consistently meeting new technical challenges and finding solutions to satisfy customer needs.

SKILLS

- Team Leadership & Development
- Problem Resolution
- Client Relationships
- Project Management
- Strategic planning
- Budgeting /Financial Planning
- Dependable and Responsible

WORK HISTORY

12/2018 to 01/2020 **Consultant**

Edelman – Portland, OR

- Brought on as Corporate Consultant to ensure a smooth transition once franchisor purchased the book of business and selling rights of territory.

Responsibilities: Ensure that existing customer base was fully aware and comfortable with transition. Carried out customer service responsibilities. Reported back to corporate Account Management team with concerns and issues as they arose. Kept effective lines of communication (made proper introductions) to key decision makers and influencers as corporate team engaged accounts.

01/2009 to 12/2018 **Franchise Owner**

Aqua Finance – Wausau, WI

- Purchased two Franchise territories for selling rights in central Pennsylvania.

Responsibilities: To build a book of business from the ground up in order to establish an office presence. Setting up necessary vendor contracts, insurances, payroll, and corporate protocols. Implementing personal sales goals, learning bookkeeping and invoicing platforms, developing relationships with local logistics partners. Eventually generated enough capital to hire an outside sales team as well as office personnel and freight desk staff.

Accomplishments: Grew market from \$0.00 to billings of \$1,100,000 in gross sales revenue by end of 2013. Went on to bill \$3,200,000 in GSR by 2018 with an average weekly margin of 33% in small package UPS and 18% LTL and FTL margin, which was amongst the highest gross margin in the system 2017 and 2018. Generated and overall customer base of over 125 customers with exceptionally low customer attrition rates. 2017 and 2018 awarded UPS franchise producer award for hitting growth numbers set by franchisor.

09/2006 to 12/2008 **Vice President of Sales and Operations**

Worldwide Express – City, STATE

To oversee all sales and account management as well as specific day-to-day operations due to an absentee ownership arrangement. Hired majority of new staff due to ineffectiveness of prior leadership.

Accomplishments: Took franchise from \$25,000 in gross weekly revenue to \$55,000 gross weekly revenue in a period of 14 months. Finished 12th place for new revenue growth in 2007. Set up transition for market to be sold after franchise owner announced retirement plans.

06/2003 to 08/2006 **Account Representative**

Worldwide Express – City, STATE

Responsibilities: To build a solid book of accounts by way of business-to-business cold calls for lead generation. 10-30 cold calls per day. 5-12 meetings set per week. Meetings set with true decision makers (President/CEO/Owners/V.P. of Finance/ Controllers)

Accomplishments: Basic Sales Training, learned territory, Hit quota and commission goals often. Achieved 1st promotion within 10 months.

- March 2004: Promoted to Sales Account Executive

Responsibilities: Focused on obtaining business from larger companies throughout Central New Jersey. Maintained and built relationships with key influencers from within to manage existing customer base. Began participating in sales representative hiring process. Conducted field ride interviews. Gave candidates an understanding of what our vision was from both franchise and corporate standpoint.

Accomplishments: Grew personal book of business to \$25,000 in revenue with over 50 accounts. Earned Invitation to attend corporate coached, A.C.E. training rolled out to the top 15 Account Executives in the country. Promoted to Sales Manager 12 months later.

- April 2005: Promoted to Sales Manager

Responsibilities: Managed between 2-6 sales representatives at any given time, hired and managed 1-3 key account managers as franchise base of business took off rapidly. Conducted full interview process for entire sales team.

Managed multiple customer interactions per day. Trained all new sales hirers. Built out systems with ownership group to attain efficiency and productivity as we continued to outperform a majority of offices similar in size.

- Accomplishments: Took franchise from \$29,000 weekly sales revenue to over \$120,000 in a two year run. Promoted multiple representatives from within the organization as well as joining corporate team in Dallas. Won multiple corporate and local ownership group incentivized quarterly contests. 6th place winner of Sales manager contest 2005, 3rd place winner of sales manager contest 2006. Franchise placed 8th place total year to date revenue growth 2005. Franchise placed 5th place total year to date revenue growth.

EDUCATION

Bachelor of Science: Hospitality Administration And Management

Penn State University - State College, PA