

# Patty Till

## **Exceptional Work Ethic**

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Don't underestimate this resume as I'm exactly what you are looking for!

I am a highly motivated, detail oriented sales professional with years of clientele exceptional service.

Authorized to work in the US for any employer

## Work Experience

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### **Community Relations Councilor**

POET'S WALK Memory Care Community

February 2017 to Present

touring and selling families in memory care options available at our community. Leasing apartments with level of care needed. Counseled families in crisis. Filled community from 6% to 82% census in less then a year. Maintained a 98% and above census with a steady list of wait listed clients to move forward. Exceptional VIP compassionate sales and knowledge of Dementia to educate families, was key to my success.

### **Volunteer Dog Foster Parent**

Multiple Rescues - Washington, DC

2010 to Present

Dedicated foster to dogs needing emotional support and training to find their new homes

### **Guest Services Manager - Las Vegas**

DESERT CLUB RESORT

2016 to 2017

Manage a marketing and sales team of 6 employees: (timecard management, employee coaching etc) Implement sales goals and achievement rewards - Mentored and encouraged employee development to meet and exceed expectations

Schedule tours and attractions for all guests - Building an overall rapport with guests, employees and fellow co-workers.

### **Guest Services Marketing Associate - Las Vegas**

DESERT CLUB RESORT

2014 to 2016

Top marketing reservationist: Receiving monthly awards for highest sales goals achieved - Received "Rep of the Year" award - Marketing shows, tours, and local attractions to in house guests for Timeshare sales presentations.

### **Territory Representative - Las Vegas**

WHOLESALE BEAUTY DISTRIBUTOR

2012 to 2014

Developing and maintaining a clientele: Perform routine follow up with all salon client accounts and inventory - Educating salon clients on new products in the industry - traveling to multiple salon sites to deliver consistent customer service, ordering and product knowledge.

### **Local Expert Concierge - Lead to Assistant Manager**

EXPEDIA

2010 to 2012

Top sales performer in tours, shows and local attractions: Call center sales representative for Expedia guests - Provided personal shopping, scheduled services and local knowledge for Vegas travelers. (Expedia discontinued this department in 2012)

## Education

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### **Associate in Arts (AA) in Business**

## Skills

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- Dependable, consistent high performer (10+ years)
- Organized and detail oriented (10+ years)
- Experienced VIP sales (10+ years)
- Excellent time management (10+ years)
- Goal oriented, sets high expectations (10+ years)
- Led multiple teams to high success (10+ years)
- Budgeting strategist and analytics (10+ years)
- Motivating, employee recognition enforcement (10+ years)
- Proficient in multiple CRM programs (10+ years)
- Skilled in Microsoft suite, Windows and Apple Inc. (10+ years)
- Memory Care (4 years)
- Dementia Care (4 years)
- Alzheimer's Care (4 years)
- Guest Services (4 years)
- Telemarketing (3 years)
- Hospice Care (3 years)
- Senior Care (10+ years)
- Caregiving (10+ years)
- Personal Assistant Experience (10+ years)
- Computer skills (10+ years)
- Marketing (10+ years)
- Supervising experience (10+ years)
- Leadership (10+ years)
- Reliable (10+ years)
- Management (10+ years)

## Languages

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- English - Expert