Tiffany B. Hegeberg

1302 144th St. SE, Mill Creek, WA 98012 || (425) 971-1780 || HegeberT@yahoo.com



**Summary**

Highly self-motivated, creative, and persuasive sales professional with over 15 years of experience in diverse business environments boosting organizational profitability and performance through high-impact sales, with exposure to business development, marketing, strategic planning, client relationship management and customer service. Proven success leading business development efforts, expanding customer base, and increasing revenue potential within organization. Ability to effectively resolve disputes and create innovative solutions that meet the needs of customers while still comply with company policies and procedures. Relationship manager with a record of success in promoting and selling products and services.

* Exceptional communication and interpersonal skills to establish and maintain rapport with clients, as well as improving sales
* A quick learner, eager to meet professional challenges and contribute towards organizational growth
* Out-of-the-box thinker whose creative solutions contribute to improved performance, quality, customer service, and revenue growth
* Strong organization and time management skills, customer needs assessment skills, and shrewd business acumen, with thoroughness and attention to detail
* Track record of exceeding goals, boosting sales, and increasing revenue without compromising customer service
* Thrive in a high demanding environment and have the ability to work effectively with cross-functional and diverse teams
* Proficient user of Microsoft Office (Word, Excel, PowerPoint)

**Selected Accomplishments**

* Developed personal direct sales techniques that quickly led to increased commission growth, as well as reaching top tier pacesetter goals multiple years in a row.
* Recognized as a standout producer with top ranking among 14 co-workers on the men’s sportswear team
* Nationally recognized for retail sales at Sprint Nextel

**Professional Experience**

**SALESPERSON 03/2012 – Present**

**Nordstrom,** Bellevue, WA

* Consistently exceeded sales goals by 150% by leveraging strong customer service and relationship marketing skills
* In 2016, had No.1 sph of $428.00 pr hour
* Implement comprehensive needs assessment mechanism to help recognize demand for plans and services
* Identify up-sell opportunities to drive additional revenues; exceeding customer interaction and expectations
* Ability to effectively structure conversation to unveil the true needs of the customer and offer the right products and services. This resulted in increased customer loyalty and satisfaction
* Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining solid product knowledge and all other aspects of customer service
* Consistently motivate and mentor teammates to exceed team goals

**DIAMOND AND JEWELRY CONSULTANT 10/2011 – 03/2012**

**Blue Nile,** Seattle, WA

* Sold over $525,000 in diamonds in February 2012, recognized for top tier sales
* Obsess about my customers and passionate about providing each customer with an amazing experience
* Creating relationships and providing expert guidance on how to purchase a high quality diamond for an
* affordable cost
* Identified and referred potential sales opportunities to appropriate sales representative
* Drove sales growth through diligent communication of sales promotions, cross-selling, up- selling and marketing initiatives

**LEAD COMMUNICATION SPECIALIST 01/2010 – 07/2011**

**Sprint,** Everett, WA

* Nationally recognized, as the 5th company owned retail sales representative to sell twenty new lines of service to one client on the Sprint Network.
* Led retail sales team to #1 in data attachment for the West Region in 2010
* Accountable for the sale of wireless services & product

**SALES ASSOCIATE 08/2009 – 11/2009**

**Neiman Marcus,** Bellevue, WA

* Recognized as a role model for providing excellent customer service
* Developed and Maintained positive relationships with customers
* Educated customers on latest fashion trends for men’s outerwear

**PERSONAL STYLIST 06/2006 – 07/2009**

**Nordstrom,** Lynnwood, WA

* Developed and Maintained personal rapport with customers
* Provided excellent customer service which exceeded customer expectations
* Ensuring customer satisfaction with service and products
* Provided comprehensive styling tips and executed client requests
* Increased sales initiatives and repeat customer visits

**MANAGEMENT TRAINING INTERNSHIP 06/2006 – 07/2009**

**Nordstrom,** Bellevue, WA

* Developed excellent managerial and customer service skills
* Developed and facilitated a training program that would assist new-hires
* Created a strong rapport with the department manager & internship director
* Served customers with an approach for under-promising and over-delivering

**Education**

**Bachelor of Arts in Communication Studies, minor in Business Administration 2006**

*Central Washington University, Ellensburg, Washington*