ERIK WARNER

Las Vegas, NV 89129

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**SUMMARY**

Customer-oriented, strategic-thinking Sales Professional with 10 years of experience in building relationships, cultivating partnerships, retaining top accounts and growing profit channels by establishing trust. Highly persuasive professional known for exceeding targets.

SKILLS

* Strategic account development and management
* Customer relationship management
* Consultative sales
* Networking ability
* Business-to-business background
* Effective customer upselling
* Lead development
* Sales proposal creation

**EXPERIENCE**

**ARROW STAGE LINES**

Las Vegas, NV

**Business Development Representative** 07/2019-05/2020

* Met with local business and community organizations to develop leads and generate business.
* Set up potential client contacts, cultivated relationships and followed through on service needs.

**MARKET TRADERS INSTITUTE**

Orlando, FL

**Education Specialist** 06/2018-07/2019

* Prospected through cold-calling future students and assessing their interests in Market Education
* Participated in workshops, trainings and conferences to improve educational skills.

**THE WALT DISNEY TRAVEL COMPANY**

Orlando, FL

**WDTC-UK Guest Service Specialist** 09/2014-02/2018

* Assisted Sales floor Agents and Guests with all aspects of the booking process including escalations.
* Partnered with multiple departments resort wide to ensure an enjoyable vacation for all guests.

**WDTC-UK Sales Agent** 01/2016-06/2017

* Worked on Pilot program selling Disneyland Paris, Walt Disney World and Disney Cruise Line Vacation Packages to International Guests
* Sold over £2,000,000 in 18 months along with helping Guest Care with any various tasks while providing excellent Guest Experience and Service.

**Travel Trade Sales Agent** 09/2014-01/2016

* Assisted travel agents maximize their client's vacation by offering them WDTC products and services in a consultative sales environment.
* Maintaining personal goals and contributing to team goals/activities while becoming a Top Performer in Sales, Guest Experience, Quality Monitoring and Efficiency.

**THE INN AT OPRYLAND**

Nashville, TN

**Guest Services Agent** 02/2012-08/2014

* Maintained smooth operations by correctly assigning rooms and coordinating efficient guest check-ins and check-outs.
* Educated patrons on entertainment and sporting events in nearby areas and made reservations to establishments, boosting local tourism.

**HYATT PLACE NASHVILLE NORTHEAST**

Hendersonville, TN

**Gallery Host** 03/2009-02/2012

* Assisted guests in answering questions and completing check-in and check-out processes.
* Maintained guest satisfaction and loyalty demonstrated through multiple online reviews.

**EDUCATION AND TRAINING**

HIGH SCHOOL DIPLOMA 05/2002

**Smyrna High School**, Smyrna, TN

Biochemistry

**Tennessee State University**, Nashville, TN