**GARET SMITH**

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# PROFESSIONAL SUMMARY

Dedicated and results-driven professional with a proven track record in senior account management, banking, and sales leadership. Over 10 years of experience building and nurturing key client relationships, driving significant revenue growth, and consistently exceeding client expectations. Adept at collaborating with cross-functional teams to ensure seamless product and service delivery.

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**EXPERIENCE**

# SUNLIGHT FINANCIAL – SR ACCOUNT MANAGER MAR 2022 – DEC 2023

* Fostered key client relationships, resulting in a remarkable $240M in sales and achieving a perfect 100% client satisfaction rate.
* Collaborated cross-functionally to ensure seamless product and service delivery, consistently exceeding client expectations.
* Conducted in-depth account reviews, identifying and implementing upselling strategies that led to a significant expansion of account portfolios.
* Developed and executed tailored solutions addressing specific client needs, contributing to an enhanced overall satisfaction with products and services.
* Successfully employed relationship-building skills to win back inactive customers, showcasing a proactive approach to client retention.
* Initiated and contributed to team initiatives that streamlined internal processes, resulting in an improved teammate experience.

# WELLS FARGO – PERSONAL BANKER AUG 2019 – MAR 2022

* Delivered world-class customer service, consistently achieving positive survey scores and prioritizing customer needs.
* Provided financial guidance, resulting in enhanced client relationships and increased revenue through strategic product offerings and referrals.
* Played a key role in training and administrative tasks, contributing to the smooth daily operation of the branch.
* Demonstrated expertise in ensuring compliance by meticulously following all rules, regulations, and governance mandates.
* Expanded client knowledge of bank products, including digital options, thereby promoting self-service and improving overall customer experience.

# CLASSIC DYE PRODUCTS – ACCOUNT MANAGER AUG 2016 – AUG 2019

* Proactively pursued new business through effective cold calling, rescheduled leads, and impactful participation in trade shows.
* Strengthened and maintained current business through consistent communication, dependable product delivery, and trustworthy relations.
* Successfully reduced costs through the optimization of logistics planning and thorough analyzation of operational processes.
* Issued and approved all supplier purchase orders, ensuring efficient validation and approval of supplier invoicing.
* Acted as a primary liaison between consumers and the corporation, ensuring seamless communication and client satisfaction.

# KEFFER HYUNDAI- USED CAR MANAGER SEP 2013 – AUG 2016

* Spearheaded the successful appraisal of trade-in vehicles, supervised reconditioning and detailing, and oversaw purchasing contracts.
* Streamlined documentation processes related to used vehicles, ensuring efficient and legally compliant transfer of ownership.
* Led, trained, supervised, and motivated a team of five salesmen, contributing to a positive and high-performing work environment.
* Coordinated with wholesalers, managed relationships with vendors, banks, advertisers, and factory representatives on a daily basis.
* Achieved and surpassed monthly, quarterly, and annual sales and revenue goals through strategic market analysis and customer interaction.

# AWARDS & RECOGNITIONS

Awarded Top Salesperson of the Year (2023): Awarded by Sunlight Financial for exceptional sales performance. Achieved outstanding results, contributing significantly to the company's success.

# TRAINING & CERTIFICATIONS

* Account Management: Maintaining Relationships, 2023
* Wells Fargo Rising Leaders, 2022
* Salesforce/Tableau