
JESSICA CLAIRE

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SUMMARY

Highly motivated Sales Associate with extensive customer service and sales experience. Outgoing sales professional with track record of driving increased sales, improving buying experience and elevating company profile with target market.

HIGHLIGHTS

- Guest services
- Inventory control procedures
- Merchandising expertise
- Loss prevention
- Cash register operations
- Product promotions

EXPERIENCE

Proposal Coordinator, 03/2013 - 07/2014

Snc Lavalin â€™ Winchester, VA,

- Prepare, coordinate, manage and revise maintenance and modification proposals for the Regional Sales Managers for the domestic and international network of Bombardier Aircraft Services facilities.
- Coordinate scheduling with Bombardier Aircraft Services facility planning and Special Programs out of Montreal.
- Solicit requests for quote for paint and interior repairs and modifications with internal BAS departments and external vendors.

Regional Sales Manager, 10/2007 - 03/2013

Firmspace â€™ Miami, FL,

- Manage, assist and maintain Bombardier wide-body and narrow-body aircraft operators in Texas and surrounding states.
- Operator management includes maintenance scheduling; maintenance proposals; presentation and negotiations of proposals, schedule and terms & conditions.
- Assist operators with AOG; Scheduled and unscheduled maintenance events; Invoicing, parts and warranty issues; Airframe and avionic modifications; Interiors and Paint and AD/Service Bulletin compliance.
- Maintain and build operator relationships through Amazing Customer Experience program, face-to-face visits and exceptional customer service and support.
- In 2012, I was the Top Regional Sales Manager in Sales, Customer Satisfaction and Proposal Satisfaction categories.

Senior MRO Sales Manager, 10/2005 - 06/2007

Searchlight Inc â€™ Petersburg, MI,

- Perform sales and marketing of aircraft heavy maintenance, modifications, structural & composite component repair, and line maintenance to the Cargo, Charter, Commercial and Regional Aviation industries in the domestic and international markets.
- Prepared, proposed and negotiated aircraft heavy maintenance, structural & composite component repair and line maintenance proposals and contracts.

Senior APU Product Line Representative, 10/2005 - 05/2006

First Merchants Corporation â€™ Joliet, IL,

- Perform day-to-day operations management of the APU Product Line in the Chromalloy Power Services facility.
- Accountable for Profit & Loss.
- Provided on-site aftermarket sales and marketing and engine overhaul management.
- Performed all purchasing functions including: Customer and vendor RFQ's; Customer and vendor pricing negotiations; Vendor search and selection and Purchase order execution.
- Other duties include FAA/EASA conformance and quality functions; Customer satisfaction and on-time delivery; Repair order and warranty administration and Contract management and administration.

President/ General Manager, 04/1999 - 10/2005

Securitas Security Services Usa, Inc. â€™ Rochester, MN,

- Manage all accounting, corporate, financial, FAA/EASA conformance and shop management functions of a FAA/EASA approved engine and engine component repair, overhaul and modification shop.

- Serviced the Airline, Cargo, Charter, Corporate and General Aviation industries in the US and International markets.
- Managed 14 direct office and shop personnel.
- Accountable for Profit & Loss, budget adherence, schedule adherence and customer satisfaction.
- Diversified company into multi-faceted aviation services provider.

Regional Sales Manager, 05/1997 - 04/1999

Precisely â€” Memphis, TN,

- Perform aftermarket aircraft parts, avionics and engine component sales and marketing, customer service and support and new customer development in the Cargo, Charter, Commercial, Corporate and Regional Aviation industries.
- Prepared, proposed and negotiated all aircraft and engine component RFQ requirements.
- Coordinated proposal efforts with estimating, engineering, planning, production control and contracts.
- Primary account responsibilities were Northwest Airlines, Sun Country Airlines, Champion Air, Mesaba Airlines, Midwest Airlines and Skyway Airlines.

Manager, 07/1994 - 01/1997

City Of Memphis â€” McClellan, CA,

- Perform aircraft heavy maintenance sales, marketing, customer relations, new customer development, forecasting and account management in the Cargo, Charter, Commercial, Corporate and Regional Aviation industries.
- Prepared, proposed and negotiated aircraft maintenance, aging aircraft maintenance, avionics upgrades and paint proposals.
- Coordinated proposal efforts with estimating, engineering, production control and contracts.
- Primary account responsibilities were Polar Air Cargo, Evergreen Airlines, Sun Country Airlines, United Airlines, Hawaiian Airlines, Mahalo Air and Champion Air.

Sales Engineer, 06/1989 - 08/1993

Dyncorp International â€” City, STATE,

- Perform OEM linear and rotary electro-mechanical actuation systems sales and marketing, account management, customer service and support and program management in the Aerospace, Aviation and DOD industries.
- Prepared, proposed and negotiated sales and contract requirements.
- Coordinated proposal efforts with estimating, engineering, production control.
- Managed new and existing programs from R & D through production.
- Primary account responsibilities were Allied Signal Aerospace, Allied Signal Engine Aerospace, Beechcraft, Boeing Helicopter, Cessna, GE Aerospace, GE Engine, Grumman Corporation, Gulfstream Aerospace Corporation, Honeywell, Lockheed-Martin, Magnavox Corporation, McDonnell Douglas Helicopter Corporation, Raytheon, Scientific Atlanta, Sikorsky Corporation, Sundstrand Corporation and Woodward Governor.
- Expanded sales in the Southwest region from \$0 to \$2.3 million.

Automobile Mechanic, 10/1985 - 08/1988

Silver Star Motors â€” City, STATE,

- Performed minor and major automobile maintenance services on 100 through 500 Series Mercedes Benz automobiles.

Aircraft Maintenance Supervisor, 01/1 - 10/1985

Avra Valley Aviation â€” City, State,

- Managed all general aviation aircraft maintenance, management and purchasing functions for a FAA approved Fixed Based Operation on a 110 aircraft based airport.
- Accountable for Profit & Loss.
- Managed 4 direct employees.
- Managed and performed 25 Hour, 50 Hour, 100 Hour and Annual maintenance inspections, engine repair and general maintenance.
- Performed all purchasing functions including: Customer and vendor RFQ's; Customer and vendor pricing and negotiations; Vendor search and selection and Purchase order execution.
- Aircraft serviced include: Aero Commander, Beechcraft, Cessna, Grumman, Piper and Pitts customer and rental aircraft.

EDUCATION

Bachelor of Science: ,

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Lewis University Airframe & Powerplant License - ,

GPA:

Aviation Maintenance and Management: ,

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GPA:

SKILLS

account management, accounting, AD, automobiles, budget, Contract management and administration, contracts, customer relations, Customer Satisfaction, customer service, delivery, estimating, financial, forecasting, Invoicing, Lockheed-Martin, marketing, mechanical, office, negotiations, network, operations management, Paint, personnel, pricing, Profit, program management, proposals, Proposal, purchasing, quality, repairs, Sales, Sales Manager, scheduling, Scientific, Sun, upgrades