

Professional Summary

Results-driven Arts professional with 10+ years of experience in Sales Management, Customer Service, and Sales. Proven track record of driving revenue growth and leading high-performing teams. Currently holding a senior position at Inazuma.co, leveraging expertise to drive business success.

Professional Experience

Senior Arts Director (AR09)

Inazuma.co | January 2018 - Present

Arts Sales Manager (AR07)

Kaleidoscope Inc. | June 2015 - December 2017

Key Achievements:

- Increased sales by 25% within the first year through effective team management and strategic sales planning.
- Developed and implemented a customer service program, resulting in a 30% increase in customer satisfaction ratings.

Responsibilities:

- Managed a team of sales representatives in the Arts department.
- Conducted market research to identify new sales opportunities.

Sales Representative (AR05)

ArtWave Ltd. | March 2012 - May 2015

Key Achievements:

- Consistently met or exceeded monthly sales targets, earning 'Sales Representative of the Quarter' three times.
- Built strong relationships with clients, leading to a 50% increase in repeat business.

Responsibilities:

- Engaged with customers to understand their needs and provide tailored sales solutions.
- Participated in sales training programs to enhance product knowledge and sales techniques.

Customer Service Representative

The Artisan's Nook | January 2010 - February 2012

Key Achievements:

- Resolved customer complaints in a timely and professional manner, contributing to a 20% increase in customer retention.
- Assisted in the development of a customer feedback system, leading to improved product offerings.

Responsibilities:

- Handled customer inquiries via phone, email, and in-person.
- Collaborated with the sales team to ensure seamless customer experiences.

Education

Bachelor of Fine Arts

University of California, Los Angeles (UCLA) | June 2009

Technical Skills

Sales and Customer Service:

- Customer Relationship Management (CRM) software
- Sales Forecasting and Analytics
- Conflict Resolution and Negotiation

Management and Leadership:

- Team Management and Development
- Strategic Planning and Execution
- Performance Metrics and Evaluation

Software Proficiency:

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Google Workspace (Docs, Sheets, Slides, Gmail)
- Adobe Creative Cloud (Photoshop, Illustrator, InDesign)