

CURRICULUM VITAE

PERSONAL DATA

Name: Chandler Love
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CAREER GOAL

Management Information Systems graduate with proven communication, problem-solving, and multi-tasking skills. Looking for an entry-level Business/Systems Analyst or Sales Account Manager role.

COMPETENCIES

Excellent communication and customer service skills gained through 7+ years as sales account manager. Fast learning and result oriented employer with an honest desire to help people and a strong commitment to achieving the company's goals. Very flexible, dependable, and loyal long-term employee with good leadership skills from supervising and training new staff members. Detail-oriented, honest, and responsible person with a track record of building strong relationships.

WORK EXPERIENCE

Charlotte Motor Speedway, Charlotte (NC, USA)

Among other events, the speedway hosts NASCAR races, including the prestigious Coca-Cola 600, the NASCAR All-Star Race, and the Bank of America Roval 400.

01/2016-06/2019: Senior Sales Account Manager

- Managed a portfolio of over 1140 accounts, acted as the point of contact and handled customer's individual needs.
- Maintaining a trusted advisor relationship with key accounts, while delivering exceptional client service on a day-to-day basis.
- Training junior staff members on using the Archtics software; providing them with in-depth knowledge on current products and promotions, while focused on creating competent sales representatives.
- Supervising staff, guiding them through the process from prospecting to closing
- Providing a link between customers and management by analyzing customer behavior and experience in order to improve future business relationships with customers, with a strong focus on customer retention and ultimately driving sales growth.

05/2012-12/2015: Junior Sales Account Manager

- Assisting customers with purchases that ranged from single-day tickets to organizing multiple-day event passes, including pre-race concerts, premium seats, racing scanner headset, pit passes, race-shop and hall of fame tours, and VIP suites.
- Clarifying customer inquiries, such as regarding event schedules & details, ticket and event pricing, payment plan options, ticket insurance and return policies.
- Diagnosing customer complaints and helping resolve issues efficiently.

UNIVERSITY

08/2010 - 12/2015: University of North Carolina, Charlotte (NC, USA)

Degree: Bachelor of Science in Business Administration

- Major: Management Information Systems
- Minor: Operations & Supply Chain Management
- Database design and implementation project: Business Database Systems Course
 - Created the outline of a database for Charlotte Motor Speedway.
 - Gathered pertinent information, and defined problems and constraints of the current system.
 - Formulated an entity-relationship model for their ticketing system, and completed the model with a successful database.
- Air Carolina project (simulation): Strategic Management Class
 - Placed heavy focus on marketing and advertising as CEO of the project
 - Dropped total operating expenses each year.
 - Continuously improved net revenue each of the first 3 years, ending with a net revenue of \$34,274,091 and a net profit of \$3,947,810, as well as greatly increased stock price by 250%.

SCHOOL

08/2006 - 05/2010: West Stanly High School, Oakboro (NC, USA)

Degree: Matriculation standard (allgemeine Hochschulreife)

Senior-Year-Project Manager

- Creator of the Charity Golf Tournament for the West Stanly Colts (local softball team)
- Encouraged local businesses to become sponsors and negotiated with local golf courses on event pricing
- Raised \$3,200 for the West Stanly Colts

PERSONAL SKILLS

Languages	English (mother tongue) German (Deutsch als Fremdsprache - Niveau A2)
Computer	Communication & Problem-solving (excellent) Information processing (very good)
Software	Microsoft Windows (excellent) Microsoft Office (excellent): Word, PowerPoint, Outlook, Access, Excel Visual Studio (good) Visio (good)
Coding	SQL (basic)
Additional	Information management Data-entry Direct marketing Time Management Deals well with objections Speaks calmly even when stressed Conveys information clearly and effectively



11. January 2021