DESTINY GUZMAN

CONTACT

📞 (201) 881-2444

✉️ Destiny.Guzman444@gmail.com

📍 Hawthorne, NJ 07506

SKILLS

- Business Leadership
- Sales Tracking
- Inventory Control Processes
- Territory Management
- Customer Loyalty
- Client Base Retention

LANGUAGES

- **Spanish**
  Bilingual

PROFESSIONAL SUMMARY

Dynamic professional with expertise in managing customer relationships and driving profitable sales growth. Skilled in developing strategies to expand market share, optimize processes, and maximize customer satisfaction. Demonstrated ability to analyze complex data, identify trends, and recommend solutions to increase efficiency.

EXPERIENCE

October 2023 - Present
Financial Consultant
Strategic Financial Solutions , New York, Ny

- Analyzed client data using various software tools to identify areas of improvement in their portfolios or finances.
- Created detailed reports outlining financial recommendations for clients based on their particular needs and risk tolerance levels.
- Provided consulting services to businesses regarding budgeting, cash flow management, capital acquisitions and other financial matters.
- Prepared presentations summarizing findings from analyses of customer portfolios in order to help them make more informed decisions about investments.
- Educated clients on the various investment options available to them.

January 2023 - October 2023
Account Manager, Inside Sales
Konica Minolta Business Solutions, ramsey, New Jersey

- Generated leads and prepared business proposals to promote company growth and industry relevance.
- Identified revenue opportunities with new and existing customers in conjunction with sales manager.
- Negotiated contract terms with customers and closed agreements to increase revenue.
- Cold-called potential customers to build relationships and increase sales.
- Identified up-sell, cross-sell, and renewal opportunities to improve customer satisfaction and increase profits.

March 2021 - December 2022
Customer Loyalty Manager
T-Mobile Corporate, NJ

- Implemented strategies to reduce churn rate by improving customer engagement activities.

- Developed comprehensive reports on customer satisfaction metrics and loyalty program performance.
- Analyzed customer data to identify trends, preferences, and opportunities for improvement.
- Utilized CRM software tools to track customer activity, manage rewards points, and analyze data insights.
- Collaborated with sales, operations and product teams to ensure customer requirements are met.
- Increased customer satisfaction through proactive customer success initiatives.

March 2019 - February 2021

Retail Associate Manager

T-Mobile Corporate, NJ

- Reviewed financial statements, sales or activity reports, and other performance data to measure productivity.
- Drove sales through customer relationship building and suggestive selling techniques.
- Trained new employees on company policies and strong sales techniques.
- Followed up with customers after sales to gain feedback.
- Planned work schedules for personnel, keeping shifts properly staffed.

EDUCATION

June 2017

HS Diploma

Renaissance Charter High School for Innovation, New York

REFERENCES

References available upon request