

DIANE CARLTON

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Sales Account Manager & Promotions Coordinator

A dynamic Sales Account Manager and Promotions Coordinator seeks to bring 14+ years of progressive experience to an industry-leading employer. Strong history of success in a variety of high-level sales account management, website maintenance, and office oversight positions. Proven record of using excellent communication and client service skills to grow company sales, expand customer bases, and ensure repeat/referral business. Proficient in sales staff training/development, complex project management, proactive problem solving, product research, media production, website improvement, and more key skills. Diligent and goal-oriented, with the skills and experience needed to make an immediate positive impact as a part of any fast-paced team.

Areas of Expertise

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| ▪ Expert Sales Account Management | ▪ Website Maintenance/Improvement | ▪ Staff Training/Development |
| ▪ Excellent Customer Relations Skills | ▪ Service-Oriented Sales Approach | ▪ Expanding Customer Bases |
| ▪ Rapidly Increasing Company Sales | ▪ Trade Shows and Retail/Inside Sales | ▪ Product Research/Planning |
| ▪ MS Office & Management Databases | ▪ Proactive Problem Solving Skills | ▪ B.A. Degree: Psychology |
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Professional Experience

The Gold Standard, Syosset, NY – *Precious Metal Buyer/Website Manager* 2011-Present

- Purchased and managed sales for gold, silver, platinum bars, diamonds coins, jewelry, watches, and more.
- Grew sales by maintaining the company website building company's presence on Amazon.com.
- Ensure repeat and referral business by providing excellent client service and building customer relationships.
- Oversaw the successful completion of all administrative aspects of daily sales in accordance with state laws.
- Hired, trained, and developed new employees on process and laws expected from a precious metal dealer.

MJC Associates, Smithtown, NY – *Office Manager/Production Assistant* 2008-2011

- Assisted in production, management, and nationwide distribution of custom products across many markets.
- Thoroughly researched, planned, designed, implemented, and managed complex production projects.
- Supervised a high volume order processing for key accounts while overseeing all general office duties.
- Managed the production, inspection, and QC control of plastic ID/promotion cards.

Kasoy LLC, Plainview, NY – Promoted Through Multiple Positions (See Below) 2000-2008

Sales Account Manager/Promotions Coordinator (2001-2008)

- Promoted to a leadership sales/promotions role for a company selling a wide range of jewelers' tools, gemological equipment and supplies, bar coding and packaging to a global clientele.
- Accurately and efficiently coordinated, expedited, and documented high volume order processing from key clients.
- Maintained an in-depth technical product knowledge of numerous and wide-ranging products to sell effectively.
- Provide product demonstrations and technical training to end users; coordinated regional/national trade shows.
- Performed inside sales and retail sales at 47th Street store;
- Key product research contact for special and customized orders; participated in purchasing products and supplies.

Website Manager (2001-2008)

- Using expert web content management, writing, editing, design and skills to grow the company website.
- Gaining proficiency in the wide range of software, programs, and applications needed.
- Proactively maintained and updated the website, troubleshooting any problems that occurred.

Administrative Assistant (2000-2001)

- Performed the full range of needed administrative, customer service, clerical, and financial reconciliation duties.
- Rapidly promoted to Website Manager and Sales Account Manager/Promotions Coordinator roles.

Education & Training

Bachelor of Arts, Psychology - Siena College, Loudonville, NY (1999)
Accredited Jewelry Professional - Gemological Institute of America (2003)

Professional References Available Upon Request