

Emma Johnson

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PROFESSIONAL SUMMARY

Associate Account Executive 2023 - Present | Yelp | Remote

- Developed and maintained client relationships through the complete sales cycle; Utilized Salesforce to keep track of a large client base and complete follow ups
- Educate, strategize, and successfully sell Yelp advertising programs through a high volume of over 90 outbound sales calls completed daily
- Facilitated the entire outbound sales cycle (vetting, sales qualification, ROI, pricing recommendations based on need, closing the sale, onboarding); Worked independently and remotely; managed workload and technical issues independently
- Developed expertise in advertising solutions; Adapted product recommendations to suit individual client needs - Asked probing questions and overcame customer objections
- Stayed organized and managed time effectively to exceed daily and monthly sales goals by an average of 175%

Special Education Teaching Assistant 2021 - 2023 | East Lyme High School | East Lyme, CT

- Collaborated with school psychologist and behavioral technician in the implementation of personalized behavioral plans for each student; Implemented behavioral management strategies in the classroom
- Taught individualized Special Education classes to promote academic functioning as well as receptive and technical skills
- Provided classroom assistance and accommodations such as student behavior management to promote learning in a safe and positive environment
- Collected and reported observational data on students to track and improve behavior while identifying potential triggers
- Knowledge and application of Crisis Prevention Institute (CPI) training

Sales Manager 2018 - 2023 | Mermaid Liquors | Niantic, CT

- Managed store independently, including opening and closing procedures, balancing the till, and recording daily profits
- Maintained up-to-date knowledge of the industry, product incentives, and kept all shelves fully stocked while on the sales floor
- Coordinated over 20 deliveries each week from different distributors; Handled timely vendor payments as well as new order placements
- Assisted over 100 customers per day; Provided outstanding customer service and product recommendations

Rehabilitation Technician 2021 | First Physical Therapy | Westerly, RI

- Supported over 150 rehabilitation patients each week by preparing therapy sessions, physically supporting the patients, performing basic diagnostic tests to assess their condition, and sterilizing equipment
- Treated patients by leading them through designated exercises while ensuring correct form and time duration
- Recorded and updated patient information and intake forms; Answered incoming phone calls and managed both therapist and patient weekly schedules
- Produced personalized home exercise programs to support patient recovery across a wide range of injury severity; Educated patients and their families on best practices for each recommended exercise to encourage faster recovery times and lessen the risk of further injury

ACADEMIC PROFILE

University of Connecticut | Bachelor of Science in Psychological Sciences

- Minored in Neuroscience and Physiology and Neurobiology
- Member of National Society of Leadership and Success (NSLS) and Premed Society

SKILLS

Education | Friendly and Customer Service Focused | Product Knowledge | Microsoft Product Suite | Leadership Experience | Excellent Organization and Detail-oriented | Advanced Mandarin | Ability to Prioritize | Adaptability | Time Management | Lesson Planning | Sales | Fundraising | Salesforce Proficient | Strong Technical Background | Research Experience | Data Entry |