**Forrest Marchman**

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**Summary\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

• High-achieving individual offering an extensive background in customer service, sales, client relations and web platforms.

• Self-directed and self-motivated team player who also works well independently.

**Highlights\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

• Exceptional team player

• Ability to sell and utilize communication skills

• Decision making/Problem solving skills

• Ability to plan, organize and prioritize work

• Efficiency in Microsoft Suite, Salesforce, and beginner level familiarity with frontend web development

**Education\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

2019 **Anderson University** — Anderson, SC

B.S. Degree: Business Management, Marketing

**Accomplishments\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

• Received multiple noted client compliments resulting in employee of the month recognition and managerial praise

• Achieved multiple promotions resulting in increased wages based on sales performance

• Logged numerous hours of volunteer service at Palmetto Animal Hospital (Vet Assistant), Winthrop University (Camp Counselor), and York County Library (Librarian Assistant/Event Organizer)

**Experience\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

09/2017-05/2018 **Sony/Actionlink** — Greenville, SC

**Region Sales Strategist**

• Trained several teams in product offerings to improve the market share of Sony products over competition

• Managed and monitored 11 sales force by implementing effective strategies to maximize sales, revenue and collection targets.

• Planned, evaluated, and improved the efficiency of marketing displays and promotional runs of both Sony and competition to impacts customer base

03/2017-08/2017 **Drainage Connect** — Rock Hill, SC

**SEO Strategist Intern**

• Set and executed strategies to improve the organic rankings of Drainage Connect’s SEO clients

• Conducted market research & competitive analysis to assess strength, weakness, opportunities and threats of online marketing strategy

• Experience with SEO tools such as MOZ, AdWords (keyword tool), and Google Analytics

03/2017-08/2017 **CVS** — Anderson, SC

**Region Management Intern**

• Lead region with marketing tactics to further communication to the clients by app and email utilization

• Review performance data that includes financial, sales, and activity reports and spreadsheets, to monitor and measure departmental productivity, goal achievement, and overall effectiveness

• Plan, evaluate, and improve the efficiency of business processes and procedures to enhance speed, quality, efficiency, and output

06/2015-05/2017 **Best Buy** — Anderson, SC

**Multi-Channel Sales**

• Responded to service inquiries and coordinate resolutions with management and floor associates

• Utilized innate analytical and people skills to become a reliable, proficient customer service representative able to work independently

• Worked with clients in-person/phone to find solutions, resulting in lasting relationships between client and company