





JORDAN ENSKAT

SALES OPS MANAGER

CONTACT

-  365-880-6469
-  jenskat88@icloud.com
-  www.reallygreatsite.com
-  St. Catharines, ON

SKILLS

- Strong organizational and time-management skills
- Process Improvement
- Continuous Improvement
- Strategic Planning
- Key Performance Indicators
- Business Analysis
- Problem Solving
- Data Analysis
- Team Leadership
- Performance Management
- Customer Service
- Training and Development
- Presentations
- Employee Motivation

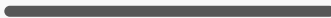
EDUCATION

Business Marketing Mobile Program

Algonquin College

2011-2013

LANGUAGES

English 

Spanish 

PROFILE

Jordan is a proactive leader who builds strong relationships and influences frontline staff to achieve results. He is proficient in delegating and managing projects in time-sensitive environments. Additionally, he possesses excellent written and oral communication skills, capable of delivering engaging, informative, and well-organized presentations.

WORK EXPERIENCE

Sales Ops Manager

Anyplace

October 2023 - January 2024

- Led, mentored and coached the sales team (4) to meet and often exceed monthly and quarterly sales targets
- Coordinated daily stand-ups and bi-weekly one-on-one sessions to maintain continuous alignment on goals, provide coaching, and address challenges, ensuring a seamless sales experience and achieving targets
- Worked closely with the team lead responsible for closing deals and managing client relationships to ensure smooth coordination between sales and ground ops
- Evaluated and optimized sales processes to enhance efficiency and effectiveness, which resulted in improved performance and productivity
- Oversaw the management of sales leads, including lead assignment, tracking, and follow-up via HubSpot
- Generated and analyzed sales reports to provide insights and recommendations for improvement via HubSpot and MetaBase
- Collaborated with senior management to develop and implement sales strategies that align with company goals
- Assisted in maintaining and nurturing client relationships, particularly for key accounts.

CX Supervisor

Anyplace


May 2020-October 2023


- Supervised a team of 3 CX Pros while fostering a positive team environment to ensure high employee morale and productivity
- Monitored customer interactions across various channels (phone, email, chat) to ensure consistency and quality
- Handled complex customer inquiries and escalations, ensuring timely and satisfactory resolutions
- Developed and implemented training programs for new hires
- Tracked and analyzed key performance indicators (KPIs) such as customer satisfaction, response time, and issue resolution rates.
- Prepared and presented reports on team performance and customer feedback to senior management.
- Used data to identify trends and areas for improvement in the customer experience
- Collaborated with other departments to streamline processes and enhance the customer experience
- Implemented and monitored changes to improve efficiency and effectiveness of customer service operations
- Recommended and executed strategies to improve customer satisfaction and loyalty

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CERTIFICATIONS

Fort Light Start-up Leadership/Manager Training
Coursera - Google Data Analytics
Coursera - SQL for Data Science

WORK EXPERIENCE

Sales Professional

Grupo Vidanta

September 2013- May 2019

- Assisted existing vacation club owners with finding the right package with Vidanta
- Provided post-sale support for any questions or issues
- Understand other vacation programs and their details such as cost per point and annual fees.
- Overcame objections with successful product demonstrations and persuasive communication skills.
- Advised customers on different financing options.
- Determined customers' needs based on face-to-face meetings.
- Tracked personal performance metrics, such as conversion rates and revenue generated, against set goals.

Retail Store Manager

Rogers Communications

2006-2013

- Hired, trained, and supervised 4-5 store staff
 - Set performance goals and conducted regular performance evaluations
 - Drove store sales and profitability through effective sales techniques and customer service strategies
 - Ensured prompt and courteous service for all customers, addressing complaints and concerns effectively
 - Stayed current with product knowledge and industry trends to provide informed recommendations
 - Oversaw daily store operations, including opening and closing procedures, cash handling, and inventory management
 - Maintained a clean, well-organized, and visually appealing store environment
 - Kept accurate records of sales, inventory, and employee schedules
 - Implemented and enforced company policies and procedures
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