

Qualification Profile

Customer Service ~ Client Management

- Customer Service oriented Professional for over 15 years.
- Exceptional leadership and organization skills.
- Ability to handle fast paced environment.

Sales

- Results-oriented Sales Professional in both retail and corporate sales with proven sales success.
- Played a key role in building client base through sales of memberships.
- Promotion of key products, services and upgrades to clientele.
- Extensive exposure to business development, sales and marketing to include, Corporate Events, Tradeshows and Focus Groups.
- Managed third party contractor/vendor negotiations.

Related Professional Experience

Interior Design Stylist, Staging and Redesign Professional Dwellings by Design, LLC, Naperville, IL

2006 - Current

- In-home consultations to determine client design preferences and meet overall design goals.
- Specify products and upgrade options.
- Interface with project team members, including contractors, fabricators and installers for overall project completion.
- Successfully resolve complex design issues.
- Professionally stage homes in the Real Estate market for fast sale at top dollar.

Retail Visual Merchandiser – Seasonal P.T. Macy's, Fox Valley Mall, Aurora

Oct 2014 – Dec 2014

Essential job functions:

- Seasonal Retail Merchandising Associate is responsible for providing a great shopping experience, driving sales and profit through customer service, proper merchandising on the sales floor. Duties include placement of new receipts and floor moves, stockroom organization and replenishment, fulfillment, reverse logistics, RFID, POS transactions and other duties as needed.

Sales Service Advisor

Massage Retreat & Spa, Edina, MN

2010 - 2011

- Greet and assist clients.
- Answer incoming calls
- Schedule appointments.
- Process payment for services and retail products.
- Meet monthly sales goals through both individual and team initiatives.
- Consistently upholding the highest level of customer service.

Professional Experience

Interior Designer / Sales Consultant

Drapery Connection, Hinsdale IL

Feb 2015 - April 2016

- Design and sell custom window treatments to include drapery, blinds and shutters and upholstery.
- Select fabrics that fit client's personal style and budget.
- Serve new and existing accounts with in-home appointments, showing samples, measuring windows and providing estimates.
- Execute sales proposals and complete contracts.
- Establish relationships with repeat business and maintain contact with current, past clients for future business.

Interior Design Stylist, Staging and Redesign Professional

Dwellings by Design, LLC, Naperville, IL

2006 - 2016

- In-home consultations to determine client design preferences and meet overall design goals.
- Specify products and upgrade options.
- Interface with project team members, including contractors, fabricators and installers for overall project completion.
- Successfully resolve complex design issues.
- Professionally stage homes in the Real Estate market for fast sale at top dollar.

Corporate Events Coordinator

Lawson Software, Minneapolis, MN

1996-1998

- Responsible for the planning and implementation of Lawson's corporate events for both internal meetings and external customer and partner events.
- Strategic involvement in the successful planning and facilitation of Lawson's User Conference, \$3.2 million event that generated over 3,500 attendees.
- Managed highly visible sponsored events including Burnet Senior Classic and Dayton's Challenge golf tournaments.
- Responsible for development and design of corporate worldwide promotional merchandise program.
- Managed the company's Corporate Focus (customers) & Summit Group (partners) meetings for product communications and planning purposes.
- Managed \$1 million+ event budget while analyzing events for return on investment.
- Managed third party contractor/vendor negotiations and contracts.

Affiliation

ASHSR (American Society of Home Stagers & Redesign)

RESA (Real Estate Staging Association)

Certified Color Expert

Related Skills

Proficient in POS

Microsoft Office Suite

CRM

Related Sales Training

Sandler Sales Methodology Training

Exciting Windows Sales Training

References

- Kelly Brown Drapery Connection, Sr. Designer
Ph: (847)997-8822*
- Kathy McDermott Drapery Connection Client Services Manager
Ph: (815)685.8262*
- Barrie Jacobson Core Logic, Residential Appraiser National Reviews
Ph: (952)345-4944 Email: bajacobson@corelogic.com
Client, Dwellings by Design
- Kris Spinner Sales Manager, Hormel Foods
Ph: (952)412.8642 Email: kcspinner@hormel.com
Client, Dwellings by Design
- Marge Williams ProSource, Minneapolis, MN Kitchen and Bath Design & Sales
Ph: (651)329-9734 Email: mwilliams1427@gmail.com
Co- Worker, Inspiration Design Center
- Sue Robinson Cliq Studios, Minnetonka, MN Kitchen and Bath Design & Sales
Ph: (952)393-5470 Email: suerobinson8@gmail.com
Co- Worker, Inspiration Design Center