

PRODUCT MANAGER/SALES

Executive Profile

Experienced and motivated professional who spent the last two years under the development of a leading financial technology institution handling business development and risk mitigation for Tier 1, 2, 3, and 4 companies, negotiating with banking institutions, attending financial conventions to educate merchants and top banking officials, analyzing data to identify potential threats to client accounts due to chargeback leakage, building partnership relationships with banks and risk companies, and training new employees.

Skill Highlights

- Project management
- Small business development
- Leadership/communication skills
- Business operations organization
- Client account management
- Negotiations expert
- Self-motivated
- Customer-oriented

Core Accomplishments

- Extensive knowledge in chargeback mitigation and risk management, client coordination, Visa/MC regulations, global e-commerce evolution in the Card Not Present environment, and high-risk merchant accounts.
- Proven sales of services to Tier 1, 2, 3, and 4 e-commerce merchants, expanding the company into 6 new verticals and generating over \$500,000 in profit in 1 quarter.
- Excellent communication skills and ability to cultivate clientele who are happy with services provided & maintain those clients through evaluation of their accounts and advising on how to minimize risk and leakage due to chargebacks.
- Outstanding multi-tasking, organizational and problem solving skills leading to the identification of 3 areas of internal financial leakage worth over \$1 million within our organization.
- Excellent team leadership abilities and patients with developing new hires and training them in new positions in an industry they knew nothing about when hired.

Professional Experience

Product Manager/Sales

December 2013 to Current Watermark Retirement Communities - Glen Mills , PA

- Negotiated prices, terms of sales and service agreements.
- Contacted new and existing customers to discuss how their needs could be met through specific products and services.
- Selected the correct products based on customer needs, product specifications and applicable regulations.
- Created strategic brand building events to expand the current product portfolio.
- Prospected and conducted face-to-face sales calls with business executives and directors throughout assigned territory.
- Built relationships with customers and the community to promote long term business growth.

Office Manager

September 2011 to December 2013 Four Seasons Hotels Inc

- Aided in the organization of the company and research into competition in order to attain government contracts for military defense projects as well as local police force contracts to use drones developed by the company for civilian and military use.
- Wrote and filed S1 applications.
- Attended annual IEEE conferences in order to build relationships to further the business's brand knowledge.
- Met existing customers to review current services and expand sales opportunities.

Spa Manager

December 2009 to September 2011 Watermark Retirement Communities - Nashville , MD

- Redeveloped the Sobe Spa image and reputation into a profitable business via restructuring the spa's employee payment structure, the pricing of services, the products used, and the technicians employed within the spa.
- Developed and maintained local clientele in a spa that was primarily a tourist profited market in order to maintain stability on off seasons.
- Implemented a membership structure for locals, handled all licensing to maintain compliance with Florida Law, and handled all supply orders to which I researched in order to get the best prices for local suppliers without incurring any reduction in quality of services.
- Developed and maintained relationships with clients from cultural backgrounds to which services had to be adjusted.
- Developed and maintained all social media outlets and SEO.
- Trained all staff of sales process and techniques.

Office Manager

August 2008 to December 2009 SBK Global - Glenarden , STATE

- Restructured the internal office paradigm of a growing marketing company by creating an organized, flowing office setting.
- Hired and managed numerous new staff members to support the growing clientele.
- Handled all payroll--as well as invoicing and negotiations on new deals.
- Handled all product orders from manufacturer in China via import standards.
- Negotiated all pricing with artists and companies for product development and purchasing.

Education

Bachelor of Science : International Relations , 2005 Schiller International University - City , State International Relations Skills

Strong interpersonal skills, excellent communication, conferences, contracts, clientele, invoicing, law, marketing, office management, negotiations, networking, organizational skills, payroll, persuasive, product development, profit, proposal, purchasing, quality, research, sales, strategic development, Excel, Microsoft Office, Word, Limelight, Adobe.