

## Professional Profile

**Dynamic customer service management professional poised to deliver savvy sales and business strategies proven to generate profitable growth.**

Versatile sales leader offering profitability through customized, and collaborative tactics- managing accounts systematically and logically, generating sales for a portfolio of accounts. Proven history of success ensuring outstanding client satisfaction, able to think rapidly and adapt to customer needs- creating methodical strategies for customer acquisition and retention. Excellent verbal and written communication skills- forging long lasting customer relationships.

### ***Areas of expertise include...***

- Service Delivery
  - Negotiation
  - Strategic Sales & Business Planning
  - Brand Awareness & Promotion
  - Key Account Development
  - Customer Satisfaction & Retention
  - Prospecting & Cold Calling
  - Presentations & Proposals
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## Professional Experience

**GROUP ACCOUNTS MANAGER, 2017 to Present**  
GROUP VOYAGERS INC, LITTLETON, CO

*Increase travel agent sales by integrating sales, service, and marketing strategies. Coordinate growth, identify, and target new channel opportunities- producing viable and profitable business units.*

- Orchestrate accounts through the full life-cycle, ensuring each detail receives proper attention.
- Correspond with travel agents regarding client inquiries.
- Maintain knowledge of trade group business development efforts, destination expertise, and subject matter expert on company products and group invoicing.
- Manage assigned bookings to specific team procedures, and reference a variety of strategic tools for group bookings.
- Subject matter expert on company products and policies.
- Ensure travel agent and client satisfaction through the delivery of accurate, timely, quality product information, resolution and de-escalation of customer complaints.
- Communicate with the operational office regarding group details, and ensuring quality delivery of the group product.
- Coordinate group booking details with travel agents, and maintain records.
- Salvage escalated accounts, acquire and develop business relationships- fostering a spirit of cooperation with company departments.
- Achieved over \$6 Million in group accounts sales in 2018.

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## **SALES SPECIALIST, JUNIORS DEPARTMENT, 2015 to 2016**

DILLARD'S, LITTLETON, CO

- Greeted customers, and offered personalized assistance- advised and selected items for the customer based on personal style.
- Arranged, and displayed merchandise to enhance visual appeal and aesthetic.
- Managed inventory and processed product transfers to outlet locations.
- Processed payments made by check, cash, and successfully increased store credit applications.
- Met and exceeded sales quotas.
- Strengthened knowledge of retail merchandising and inventory.
- Awarded top department sales associate two times in one year.

## **BELL ATTENDANT, GUEST SERVICES, 2014 to 2015**

THE HYATT REGENCY DENVER, DENVER, CO

- Welcomed guests with a hospitable spirit.
- Demonstrated five-star service by providing quality presentation and delivery.
- Assisted guests to suites, and carefully tended to their luggage and personal items.
- Provided guests information of hotel amenities and recommended guests to concierge.
- Facilitated the delivery of promotional items to guest rooms for conventions and events.
- Strengthened knowledge of brand awareness and brand promotion.

## **NATURAL LIVING SALES ASSOCIATE, NATURAL LIVING, 2012 to 2014**

SPROUTS FARMERS MARKET, GREENWOOD VILLAGE, CO

- Provided exceptional customer service and fostered long-lasting customer relationships.
- Managed department inventory and communicated the ordering of stock with vendors.
- Attended promotional and educational events to increase product knowledge.
- Provided customers information on wide array of products that catered to their specific needs.
- Exceeded sales quotas for supplements and vitamins.

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## **Educational Background**

### **General Studies**

Arapahoe Community College, Littleton, Colorado 2016 to 2017

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## **Community Involvement**

### **Volunteer, Ambassador – Community Supported Agriculture**

The Denver Botanic Gardens, Denver, Colorado 2013 to 2017