

Chrysa M. Baker
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CAREER SUMMARY

Dynamic Territory Sales Manager with demonstrated success in developing strategies to aggressively grow market share using strong relationship building skills. Excellent verbal and written communication skills. Self-motivated and innovative thinker; consistently pursues new challenges to stretch abilities, expand knowledge, and bring greater returns to employer. Experiences include:

Customer Focused Selling
New Business Development
Strategic Territory Planning
Budget Management
Project Management
Inventory Maintenance
Systems Analysis & Design

PROFESSIONAL EXPERIENCE

L.L. Bean Call Center Customer Service **11/01/1018 - Present**
Respond to Inbound Calls for customer service order processing and problem resolution.

Real Estate Associate Broker **09/2012 – Present**
Licensed in Maine Residential Real Estate

G&K Services **11/2010 - 09/2012**
Territory Sales Representative
Traveled to businesses in various industries looking for opportunities to present the value of a Uniform Program. Programs included rental, leasing as well as the purchase of various types of work wear. Industries included but weren't limited to manufacturing, construction, automobile, and hospitals. Phases of the sale were to first set the appointment for a discovery meeting to determine customer needs. Next the quote was written and then presented to the customer. This is very much a hunter type sales position which included both phone calling and cold calling to achieve financial goals set for the seller. In 2011, I achieved top 10 sales representative 4 weeks – ranked nationally. I was number 2 in the Northeast in terms of average weekly revenue at the end of 2011. My territory included all of Maine.

Professional Appointment Setters - Falmouth, Maine **08/2009 – 11/2010**
Sales Manager/Owner
Specialize in setting appointments for sales professionals. Meet with client to discuss individual business needs. Derive a plan to determine schedule of calling and perform sales calling on clients' behalf. Current clientele consists of health and disability insurance, employee sponsored benefits, janitorial services, refrigeration filtration systems, advertising, reverse mortgages and computers.

Developed strategies to attract clients for a new business venture.

Increased clients from 0 to 10 in 6 months.
Develop and maintain relationships with new and existing clients
Continuous interaction with client to assure client focus
Represent client in a highly professional manner
Remain focused on individual client in a multi-client environment
Enthusiastic, determined and clear communicator
Ability to obtain a detailed understanding of client business
Ability to convey client message to obtain the appointment
Average one appointment per hour of calling

Wyeth Pharmaceuticals - Giralda Farms, New Jersey

2004 – 07/2009

Territory Sales Manager, Maine & New Hampshire

Traveled to various physicians' offices, hospitals, other medical facilities to meet with key decision makers to roll out new products, sell existing products and maintain relationships with clients.

Reached 105% of goal 2007 for all products
Awarded top sales performer for 2007 Northeast Region Ranked 3 of 73
Top 20% performer in 2008, top 25% in 2009
Aggressively pursued opportunities for profitable growth by building strong relationships with key accounts to increase market share
Opened doors to offices that had previously been closed to pharmaceutical representatives.
Obtained understanding of multiple disease states and the impact of a medication on them
Aggressively pursued career ladder development, completing maximum number of credits allowed per year
Appointed Brand Champion to support sales partners with key initiatives

Idexx Laboratories, Westbrook, Maine

2003 – 2004

Inside Sales Representative, North & South Carolina

Primarily responsible for calling on veterinarians to sell animal health care test kits and set appointments for local area representatives.

Awarded Top Inside Sales Representative all four quarters
Achieved 100% to goal in all areas of focus of the current quarter
Influenced key decision makers to set appointments for local area representatives to demonstrate new and existing animal diagnostic equipment
Conveyed specifics of animal disease states and the need for test kits and diagnostic equipment to advance the sale

ADVANTAGE PAYROLL

2001 - 2002

Senior Consultant

Responsible for development of new online payroll application.

Analyzed current environment to determine requirements for new system
Worked with a team of four to develop new application.
Utilized Systems development life cycle to ensure quality and timely delivery of product

Lincoln Financial Group – Portland, Maine

Independent Computer Consultant

1997 – 2001

Key involvement in conversion analysis, development and implementation activities associated with the sale of TSA, GPAS retirement products from UNUM to Lincoln Financial Group. Involvement included cash flow management, parallel testing and cutover activities.

DataSys - Raymond, Maine

1995 – 1997

Territory Sales Manager

Responsible for selling office equipment to local area small businesses.

Achieved 100% of goal in 1997, \$100,000 in equipment sales

UNUM – Portland Maine

1988 – 1995

Programmer, Programmer/Analyst, Senior Programmer Analyst

Responsible for analysis, design and coding of Retirement Products Accounting Systems.

EDUCATION

Bachelor of Science in Management, Syracuse University, Syracuse, New York