

# Julie E. Buser

353 D Ridge Crossing, Martinez, Georgia 30907 | buser.julie@gmail.com | 706-832-2384

## Objective

To obtain a career-oriented position where I can utilize my experience to grow personally and professionally in client relations and relationship building, sales and account management, and/or management and team building.

## Experience

### **Sales and Account Manager**

November 2016 – Present

#### **Small Venue Ticketing (Evans, GA)**

Develop and maintain effective sales strategies and marketing plan. Increased clientele at a 40-60% growth rate annually, while maintaining less than 10% attrition. Increased staffing from 2 employees to a 12-person operation. Developed and managed sales and account management, training, and support. Designed efficient process and system update recommendations to increase productivity. Superior customer service with a passion for excellence. Manage two tier clientele and provide support for our clients and their buyers while managing their accounts through CRM service. Created and managed the development of new product features and integrations. Through COVID, created emergency systems and policies to protect our small business and our clients' small business, while also protecting our clients' relationship with their buyers. Travel during off-season to represent our company and present our product in person at trade shows across the US and Canada, gaining new leads and managing follow ups through closing the deal.

### **Sales & Marketing Manager/Photographer**

February 2012 - November 2016

#### **Pete Wilson Photography (Evans, GA)**

Responsible for all marketing and new sales, including online website and social media growth by using SEO, target-market advertising, presentation of web design and marketing ads. Learned all aspects of photography, including scenery, lighting, posing, and editing.

### **Sales & Marketing**

September 2009 - February 2012

#### **Southeastern Cleaning Solutions (Augusta, GA)**

Built new company from the ground up, from originating leads, completing follow ups to close the contract, scheduling service routes and ensuring quality work to uphold company standards. Created social media advertising and maintained all communication, obtained all records, payroll, accounts payable/receivables, referral requests, inspections, upsell additional services based on customer needs and as addition to company revenue.

### **Retail Manager**

November 2005 – September 2009

#### **The Walking Company (Atlanta, GA)**

Provided the Ultimate Shopping Experience by guiding through purchase, hands-on sales and training customers about comfort, keeping up with trends and product knowledge, team building, held the highest rating in the Southeast district for KPIs- ranking in categories of sales: multiple pairs, internet orders, exclusive brands, orthotic ratio, and accessories; provided exceptional customer service while keeping the company's goals in mind.

## Education

**Evans High School** - Diploma

**Georgia Military College** – Associates Degree

Phi Theta Kappa

President of Honor Council

Developed and Managed a Tutoring Center in the E-library

## Computer Skills

CRM, Microsoft Word, Excel, PowerPoint, Access, Adobe, Photoshop