# Sara Gryka

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# Professional Summary

Outgoing and energetic opportunist with strong sales and customer service skills; able to communicate effectively with all organizational levels, build relationships of trust and enlist the participation of team members.

# Work History

**Nextiva** – *Scottsdale, AZ* 2017 – Present

## Account Executive

## Responsible for prospecting new businesses and cultivating inbound leads

## Qualified prospective businesses and business owners

## Build value in Nextiva’s products and differentiators to separate from competitors

## Customized plans and opportunities aimed towards clients’ needs to gain an advantage and assist the client in growing their business

## Provided Amazing Service to new and existing clients

## Worked actively as a team member to assist in helping teammates and onboarding of new team members

## Achieved over 100 percent of goal attainment in first year as an Account Executive

## Developed relationships with referrals and existing customers to capitalize on current and potential opportunities

## Enterprise Holdings- Rideshare Division – Oakland, CA and Phoenix, AZ 2015-2017

## Account Executive and Account Manager

* Responsible for selling commute solution programs to businesses with 250 + employees
* Qualified prospects through research and personal contact, close with contracts in place
* Organized and implemented client specific programs to employees within the company
* Work closely to C-level and executives to tailor the program to the needs of the company
* Trained 15 + new employees through merger with another company on our products and processes
* Manage program once implemented to ensure everything is going well and identify more potential opportunities
* Finished #1 on quarterly sales matrix twice in 2016 out of 65
* Earned 12 month customer service score of 92 percent completely satisfied
* Negotiated and implemented a program for the Tesla Motors location in Fremont, CA that houses 12,000 employees
* Managed programs at numerous reputable companies - Facebook, Google, Glassdoor, Oracle, Nvidia
* Through developing existing business and landing new business, increased revenue by $1M each year

***Assistant Manager***  2013-2015

* Oversaw daily operations, planning, and sales revenue
* Trained and developed employees for internal tests and interviews – mentored 8 employees who received promotions
* Participated in company wide mentor program
* Developed organizational techniques for team of 10 to improve operations and efficiently in the fast-paced environment
* Landed 3 new dealership accounts that were using a competitor
* Developed and maintained relationships with corporate business in the area
* Ranked in the top 10 out of 150 on the sales matrix for 12 months straight, top 5 for 6 of those months

**JGM Property Group** – Marine City, MI2010 – 2011

## Customer Service Representative

* Responsible for assisting vendors and clients
* Manage large amounts of incoming calls
* Identify and assess customers’ needs to achieve satisfaction
* Build sustainable relationships and trust with customer accounts through open and interactive communication
* Provide accurate, valid and complete information by using the right methods/tools
* Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
* Follow communication procedures, guidelines and policies
* Take the extra mile to engage customer

**Office for Institutional Diversity**– *Mount Pleasant, MI* 2008-2010

## Office Assistant

* Responsible for organizing and promoting events for the department
* Booked all travel needs for director of the department- processed reimbursements with accounting team
* Responsible for setting meetings with the directors schedule when students and faculty called in
* Performed various office and clerical duties

**Classic Real Estate** – *New Baltimore, MI* 2005-2009

## Personal Assistant

* Personal Assistant to owner and broker of the agency
* Responsible for assistant with scheduling to improve time management and efficiency
* Helped improve the marketing efforts to grow the business and attract more clients
* Assisted in the handling of important and confidential documents to ensure security
* Conducted follow up with clients to receive feedback on how to improve processes in the future
* Responsible for coordinating travel and expenses
* Reconciled books to ensure accuracy

# Skills

# Microsoft Office Suite, Salesforce, Adaptability, Public Speaking, Time Management, Self-motivation

# Education

**Central Michigan University,** Bachelor of Science in Business Administration

Double Major: Marketing, Logistics Management