

Patrick Cotham 3850 Faxon Avenue, Memphis, TN 38122 (901) 212-1157

Objective

Sales and Customer Service specialist is seeking a new opportunity.

Experience

Regions Financial Corporation

Customer Complaint Analyst

December 2014- May 2020

Received and researched internal customer complaint related to Consumer Banking to include Federal Regulation E, Consumer Lending, and banking Policies.

Acted as single point of contact for written bank responses to CFPB, BBB, FRB, State Banking Boards, and Executive Office complaints

As Team Mentor, provided training and support to immediate associates, and call center agents and management.

Collected detailed input for business partners to assist the legal department, and internal product specialists to prepare Qualified Written agency responses

Facilitated and developed training models for internal associate.

Revolving Credit account specialist / Relationship Banking

November 2009- December 2014

Inbound call center for banking customers

Specialized in servicing existing business and consumer credit clients

Serviced business and consumer deposit accounts

Advised and sold banking clients additional banking products to enhance banking relationships including new deposit, credit, and loan accounts

Recommended and assisted clients with enrollment and maintenance of electronic banking products

Consistently maintained and exceeded quality service

Consistently exceeded sales goals

Memphis Male Performance Clinic

Office Manager / Sales Representative

March 2009 – October 2009

Managed and recruited staff for men's clinic
Provided solutions for customer concerns and problems
Managed payment and cash reports
Counseled patients at discharge and sold products recommended by physicians
Maintained sales performance for clinic through training and development
Achieved 90+ percent close rate with sales of 100,000.00 per month

Signature Retail Services

Field Service Representative

August 2008 – March 2009

Built relationships with management teams in 13 Memphis area Home Depot locations
Maintained and recommended orders of dimensional lumber
Maintained set and display integrity in these locations in order to increase sales volume in territory

Kay Jewelers

Assistant Store Manager / Acting Store Manager

November 2005 – August 2008

This position involved assisting customers with jewelry and financing options, and maintaining integrity of store appearance. In addition, duties required improving merchandise repair and financial controls while following company policies. With store manager out on Medical leave, managed a staff of 6. Scheduling and training were employed to achieve store sales standard while maintaining personal sales goals.

ACHIEVEMENTS

-Increased sales in current location from a 15000.00 deficit to 25,000.00

overage of 25,000

- Personally organized remount events with steady increase doubling plans
- Consistently remained top sales associate in location as well as district

- and company as "presidents club" writer
- Personal Sales exceeded 200% of plan with totals of 289,143.00 or nearly 30% of total store sales.
 - Assisted clients with custom design pieces resulting in a repair increase exceeding 200%.
 - Maintained at or near 75% margin in repair department and 45% in merch margin.

Rhodes Furniture

Sales Associate

February 2000 - September 2005

This position involved assisting clients with furniture choices, as well as design options. Benefits of warranties and service plans, in addition to financing options were offered. In addition, responsibility included scheduling delivery and providing follow-up care while maintaining a continuous client list.

Chili's / On the Border

Admin. Asst. / Training Captain / Server & Bartender

September 1998 – January 2006

Responsibilities in this position included training and scheduling new staff in both the store and district levels. Administrative duties included receiving weekly shipments, inventory of liquor and bar essentials, filing of invoices, balancing of registers on a per shift basis, and completing new hire paperwork. All was in addition to general serving bartending and customer service duties.

Capabilities

- Experienced Sales Professional

- Have exceeded personal sales goals two fold for last 3 years
- Years of hospitality service
- Expert in customer service and follow up care

Education

University of Memphis

Business Management

September 1993 - June 1999

Completed 75 percent of required credits for degree in Business Management.

Bartlett High School

High School Diploma

1989 - 1993

Patrick L. Cotham

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