

# Tiara Feaster

Objective: To apply my knowledge of leadership, negotiation, and business process improvement to grow the company while adhering to the company goals.

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## Experience

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JAN 2020 – FEB 2021

### **PURCHASING MANAGER | *Wheelzy***

- Negotiated the lowest price possible with clients and convinced them to sell their car for that price, helping the team meet the \$120,000 revenue quota per week
- Collaborated with partner companies to coordinate pickups of purchased vehicles resulting in a 93% weekly pickup rate
- Managed and followed up with leads and partners daily through text, email, and incoming/outgoing phone calls, successfully closing an average of 5 deals per day

JUL 2019 – NOV 2019

### **ACCOUNT MANAGER | Wyndham Destinations**

- Generated exceptional timeshare sales through initializing transactions and utilizing proper closing techniques
- Consistently exceeded 300 cold and follow up calls weekly, helping store reach \$300,000 quota
- Earned management recognition after completing all the product knowledge training to develop better product knowledge and customer service

FEB 2018 – JUNE 2019

### **STORE MANAGER | Verizon by Go Wireless**

- Typically exceeded store sales goal of 10% within the first three months of employment
- Created and managed personal development plans for the sales team on an ongoing basis using creative tactics to increase lead conversion by 25%
- Executed CRM campaigns to upsell new and existing products to current subscribers resulting in a 15% month over month increase
- Cultivated local business partnerships for traffic-driving events increasing small business clientele to 30% of overall customers

JULY 2017 – MARCH 2018

### **CUSTOMER EXPERIENCE SPECIALIST | *Squaretrade***

- Resolved 50+ customer claims daily in a high volume call center
- Boosted new customer NPS scores by 15% while maintaining an average of 92% overall customer satisfaction since being hired
- Lead consulting and feedback team for learning and development program raising accurate employee product knowledge by 30%

OCT 2011- JULY 2017

### **STORE MANAGER *Sprint***

- Developed innovative and effective sales techniques that led to a 30% increase in monthly profit since store opening in August 2011
- Successfully implemented multiple training videos to be shown throughout the company
- Achieved an average of 110% of sales goals for six consecutive months, exceeding company standards resulting in being awarded the company's President's Club Winner in 2015
- Received highest company quintile ranking for a consecutive 13-month period

## Education

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2021-Present

### **Full Stack Web and Mobile Web Development**

NuCamp

June 2019

### **Florida Real Estate License**

Florida Real Estate Learning Center

2006-2008

### **University of Bridgeport**

2002-2006

### **High School Diploma**

Cambridge Rindge and Latin High

## Skills

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- CRM: Salesforce, Microsoft Office, Google Office Products, Cisco Jabber, Statflo
- HTML, Javascript, CSS, React, React Native, Bootstrap
- Leadership
- Organization
- Negotiation
- Business Process Improvement

## Contact

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