

## SALES, MARKETING & BUSINESS DEVELOPMENT

### *Client Solutions/ Leadership & Supervision / High-Performance Teams*

Strategic and results-focused business manager recognized for the ability to build, guide, and sustain successful sales teams. Goal-oriented individual successful in sales and marketing through expertise in business development and strategic business planning capabilities. Excellent presentation, negotiation, closing, and follow-through skills with a strong ability to build an industry presence. Significant experience with startup operations, personnel management, and market development. Strengths in project management, sales/service coordination, customer development, and business prospecting.

## AREAS OF EXPERTISE

Corporate Account Management | Sales Training | Strategic Development | Prospecting | Consultative & Solution Selling  
Creative & Innovative | Account Development | Goal Attainment | Budgeting/P&L | Mobile Applications  
Audience Targeting | Empowering Leadership | Persuasive Communicator | Negotiations | Microsoft Office Suite

## EXPERIENCE

### CUSTOMER RELATIONS MANAGER | **AT&T** | Milwaukee, WI April 2019 – Present

- Recruited, hired, trained, and managed a team responsible for handling all customer relations achieving recognition as top 5 in sales and customer service scores within the nation
- Led sales data collection and management processes collaborating with account and key stakeholders to improve data visibility, accuracy, and frequency
- Conducted research to proactively identify trends and other relevant business insights, turning insights into actionable and quantifiable opportunities

### BUSINESS ACCOUNT EXECUTIVE | **Spectrum** | Milwaukee, WI April 2017 – April 2019

- Successfully built team to manage a territory of all new construction projects acquiring 85% building in the territory and increased team sales by 150% within the first year
- Trained new employees team members and generated spreadsheets to track sales performance against sales goals
- Acquired new business through prospecting and making extensive outbound calls daily, while managing existing accounts

### SALES MANAGER | **T-Mobile** | Vernon Hills, IL January 2015 – April 2017

- Created detailed sales action plans which assisted in the coaching of sales representatives to improve performance in customer satisfaction and an increase in sales
- Coached and developed a results-focused sales team through activity and effectiveness-based coaching
- Championed marketing at a district level, communicating and supporting national campaign initiatives

### MANAGER | **AT&T** | Pleasant Prairie, WI October 2010 – January 2015

- Reinforced company initiatives and trained employees on new products, services, and operational changes and implemented procedures to achieve the highest market sales results year over year
- Developed, assigned, and monitored sales goals for retail personnel in which the goals were based on what the company was looking for plus what the location needed to show growth and improvement
- Ensured that customers and prospective customers were treated with the highest levels of courtesy and professionalism

## EDUCATION

**Kaplan College, Milwaukee WI | A.A.S. in Computer Science | 2010**