



JOHN DOE

SALES MANAGER | OPERATIONS LEADERSHIP

Street Address | City, ST Zip
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Accomplished, hard-charging, and top producing sales, marketing, and business development strategist with a track record of success capturing new business opportunities. Demonstrate expertise in driving sales growth, client relations, and revenue growth in highly competitive markets; tenacious in converting clients into long-term sales successes that drive revenue and market growth.

- ✓ Continuously build customer satisfaction. Manage all aspects of the “sales business” with total autonomy, building lucrative pipelines. Train and mentor top-performing sales teams while building long-term customer satisfaction. Utilize strong problem resolution methods to quickly deliver post sales support while driving sales closure.
- ✓ Seek a sales leadership role where influencing staff/clients, competitive understanding and client-centric service excellence are valued. Proficient using MS Office, AdTrack, and various POS systems.

PROVEN COMPETENCIES

- Train/Mentor Sales Teams
- Skilled Problem Solver
- Nurture Client Relations
- Tenacious and Driven
- Drive Brand Recognition
- Turnaround Business Sales
- Solidify Staff Morale
- Sales/Marketing Strategist

PROFESSIONAL EXPERIENCE

2015 to Present: Company Name, City, ST – Sales Representative

Leverage savvy sales methods to sell pools, hot tubs, indoor saunas and spa chemicals/related products, utilizing a consultative sales approach producing \$215K. Capture prospects utilizing online advertising and in-store product knowledge to close on each sale.

- Attend local trade and home and garden shows to drive greater brand awareness and drive consumer interest.

“Great customer service! Thanks Brad for helping us finally find the perfect hot tub!!! Great warranty and help from start to finish. Thanks again.” **Dave & Jen**

2008 to 2015: Company Name, City, ST

2011 to 2015: Assistant Manager

Revamped entire business operations and sales delivery methods for the Canton location that included merchandising, workforce attendance/attitude issues, and lagging customer service response for this family-owned business. Turned around operations that delivered best-in-class customer service and utilized contests to drive sales and improve performance among sales staff.

- Successfully grew revenue by training staff and motivating sales performance through utilization of competitions that bolstered attendance and customer service delivery.
- Streamlined daily business operations that contained costs while driving sales of artificial flowers, arts supplies, wedding and party section supplies, and home décor.

2008 to 2011: Assistant Manager

Served as assistant manager for one of eight locations in Aurora; managed daily business operations, workforce recruitment, and staff training and development for this new location. Generated a strong business plan that drove foot traffic into this large retail space with lagging sales.

- Assisted store manager in directing daily operations, sales team scheduling, and other leadership roles in supervisor’s absence.
- Tightened up merchandise inventory and applied merchandising concepts and guidelines that developed consumer interest and greater sales.
- Managed floor moves and visual presentation of merchandise displays that generated greater customer interest and sales generation by coordinating merchandise flow on the sales floor.
- Oversaw highly competitive pricing of merchandise and ensured price changes were made.
- Resolved problems related to store service delivery, workforce efficiencies, customer service, and productivity.
- Began tenure as a Merchandiser in Aurora and unloaded delivery trailers and sorted/stated merchandise.

1995 to 2008: Company Name, City, ST – Asst. Manager/Logistics Manager

Managed freight operations, store inventory, ensured stores prepared for seasonal sets, proper visual merchandising was maintained, and store operations were set before opening each day as Assistant Manager and Logistics Manager.

- Trained and mentored staff that produced greater productivity; managed staff resources and scheduling in loading, unloading, and processing of freight.
- Handled damaged and defective merchandise, completed weekly corporate cycle counts on high ticket items and served on the team for semi-annual inventory counts.
- Fostered strong client relations with clear understanding and location of client business requirements.
- Managed store opening/closing, reconciled cashier drawers, and completed bank drops/deposits each night.