

## ADMINISTRATIVE ASSISTANT | SALES | CUSTOMER SERVICE

- High energy, articulate and results-driven Office/Administrative/HR Assistant and customer-centric sales professional actively pursuing new opportunities where demonstrated strengths in office administration, HR support, excellent sales strategies, and employee relations talents are valued.
- Deep understanding of business development and well known for ability to maintain composure in high stress environments as well as support a high volume of administrative projects including exceptional problem resolution delivery. Proficient in MS Office Suite, ADP, CDK.

“Christina is a dedicated individual. She achieved great respect from her peers for her sincere dependability and commitment. Christina offers a high skill level of accountability, while maintaining a cheerful and enthusiastic demeanor and her determination to get the job right the first time, is most impressive.” **Krista H., Customer Relations Manager. MINI of Portland**

## CORE COMPETENCIES

Aftermarket Product Sales ▶ Business Development ▶ Track Expenses using Excel Spreadsheets ▶ Organized Outstanding Customer Interface ▶ Savvy Sales Tactics ▶ Finance Management ▶ Scheduling/Appointments Procurement ▶ Manage Business Communication ▶ Event Coordination ▶ Drive Performance Excellence

## PROFESSIONAL EXPERIENCE

**FINANCE MANAGER** | Company Name, City, ST 2015 to Present

- Manage post sales documentation and finance processes for new car ownership for new car financing for each auto deal including communications with banks/credit unions for up to 80 customers each month.
- Utilize savvy sales tactics to bolster f additional product sales including extended warranties, gap insurance and maintenance preservative products that generates up to an additional \$2K per sale.

**BUSINESS DEVELOPMENT MANAGER** | Company Name, City, ST 2014 to 2015

- Directed Internet department operations including lead generation, competing with two other high volume Mercedes dealerships in the area; quickly responded and followed up on incoming sales leads.
- Consistently met or exceeded the company’s appointment goals of at least 100 appointments out of 400 leads; utilized a persistent and tenacious mindset that successfully developed a strong sales pipeline.
- Managed the Daimler lease returns including client vehicle delivery logistics for Daimler Benz.

**OFFICE ASSISTANT** | Company Name, City, ST 2013 to 2014

- Brought in to develop front office operations and assist with all business and administrative operations, paperwork, and managing a high number of appointments.
- Setup front office processes and developed detailed Excel spreadsheets that tracked finances and appointments.
- Assisted with event coordination for two weddings in Chicago and Portland.

**FOOD AND BEVERAGE ASSISTANT/SERVER** | Company Name, City, ST 2009 to 2013

- Began tenure as a server and promoted to assist in food and beverage administration for all business clientele; gained valuable front office experience.
- Assisted the Director in event coordination for a multitude of high-end events with famous attendees including the 49ers football team, weddings, and high profile banquets.
- Ordered all catering/banquet food items for large events that included public speaking groups; setup a buffet that promoted a more organized and fluid event dining experience that reduced long lines.
- Creatively designed catering logistics, assisted with menu planning, and provided a tour of the banquet rooms and dining halls.

## EDUCATION

A.A., Liberal Arts – University Name, City, ST