

# RESUME 216

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## Objective

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Award-winning, dynamic, and results-driven professional to secure a position with your company as a **Manager, Supervisor**, or other key position in **Sales, Customer Service, or as applicable**, utilizing my extensive skills, training, education, and experience

## Education

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**Bachelor of Science, Business, Management, April 2019, GPA 3.82**  
SUNY Empire State College, Saratoga Springs, New York

## Summary of Qualifications

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- Over 20 years' experience in outside and telephone sales, providing excellent customer service and support in the digital/print advertising determining needs and requirements, assisting customers with their product/service selections and requests, offering intelligent solutions customized to individual needs, assertively negotiating pricing and terms, and resolving issues to their complete satisfaction
- Over 8 years' experience in several managerial roles in the retail merchandising and restaurant industries, including a national chain retailer, supervising up to 18 employees (sales and administrative staff) directing operations, and proficient with all aspects of workforce development such as interviewing, hiring, training, setting and delegating sales initiatives and assignments, monitoring all work activities for quality, expediency, and proper employee/customer interactions, conducting performance evaluations, implementing disciplinary measures, and terminations
- Excellent organizational and motivational skills, guiding and directing individuals to maximize productivity and their own personal potential
- Strong communications, detail-oriented, analytical, and problem-solving skills
- Multi-tasks efficiently, learns new systems quickly, and completes projects on or ahead of critical deadlines
- Experienced using computers, Windows, MS Office, proprietary software (SalesForce), and Internet research

## Professional Experience

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### 07/98 – 12/16 **Quality Assurance Manager / Media Consultant**

Dex Media / Supermedia / Idearc / Verizon / RH Donnelley, Buffalo, New York

- Responsible for consulting with current and former customers dissatisfied with ineffective, stagnant marketing and advertising programs, designing upgraded print/digital solutions proven effective to meet and/or surpass business needs/expectations, customized for highly competitive markets
- Established rapport quickly, regained trust, and rebuilt business relationships with a diverse population of customers throughout the Eastern United States
- Collaborated with various departments to determine ways to resolve client issues
- Recognized as a "go-to" resource for various representatives in the office, assisting with addressing and resolving issues in a timely manner, enhancing their product and industry knowledge, and facilitating higher proficiency using sales order processing systems
- Promoted from Media Consultant to Quality Assurance Manager based upon sales performance, customer service expertise, work ethic, and other performance metrics
- Regarded highly by sales personnel, leading without authority, assisting, mentoring, and training new and tenured media consultants, as needed, to guide and direct for greater expertise in designing and developing sales strategies, and developing enhanced skills to become more successful in their careers

## Achievements

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***100% Achiever's Club Award, 2016***

*Top Sales Performance, Ranked Amongst Top Representatives Nationwide*  
Dex Media, Buffalo, New York

***Top Win-Back Performance Award, 2015***

***Elite Sales Achievement Award, 2015***

*Top Sales Representative Northeast Region, 157% Over Objective*  
Dex Media, Buffalo, New York

***Top Net Gain, #2 Top Sales Achiever Award, 2014***

Dex Media, Buffalo, New York

***Top Sales Performance of the Year Award, 2008***

*Winner of Trip to Tahiti*  
Supermedia, Buffalo, New York

***Associate of Applied Science, Business Administration, 1983***

Erie Community College, Buffalo, New York