

SENIOR ACCOUNT MANAGEMENT, CUSTOMER SUCCESS & SALES PROFESSIONAL with 25+ years of experience expanding services, boosting customer profitability, and delivering top-tier sales results across diverse industries. Brings deep experience and impressive results in sales, management, and consumer engagement roles. Challenges the status quo, recommending operational improvements and thinking strategically to drive revenue growth. Willing to travel.

KEY STRENGTHS

PROBLEM-SOLVER

Apply judgment, discretion, and sensitivity to think ahead, identify risks, and troubleshoot issues to mitigate negative impacts. Use tact, grit, and follow-through to negotiate issues to successful resolution for all parties.

BRAND AMBASSADOR

Ensure and maintain a five-star service level, delivering on brand promise and providing premium value for customers. Confidently manage accounts, interface with executives, and serve as “face” of company in diverse settings.

NATURAL LEADER

Lead teams in collaboration with other managers and executive leadership to promote services, increase productivity, and deliver unmatched business value. Train and support cohesive, focused, and results-oriented teams.

WORK EXPERIENCE

FIDELITY FLEET & FINANCE, Tigard, OR

Customer Relations Manager, 08-2013 to Present

- Served as polished and professional company liaison, managing and touching every aspect of business operations behind the scenes and serving as a primary point-of-contact to numerous and diverse third-party contacts
- Gained special expertise in handling customer escalations; employed active listening and strong communication skills to diffuse emotionally tense situations—as well as good judgment in escalating individual cases to Fidelity’s internal legal department
- Received yearly raises in recognition of excellence in addressing and resolving all client concerns in a timely manner
- Supervised employees—often providing one-on-one coaching—in how to build positive, productive client relationships
- Designed, created, and developed comprehensive employee onboarding and training programs for new hires
- Monitored and communicated results from customer service surveys; followed up on and resolved any negative feedback

7 FOR ALL MANKIND, Bellevue, WA

General Manager, 10-2009 to 08-2013

- Exceeded store quota for store that consistently sold \$1M+ annually; increased store income by 3% year over year
- When tasked by corporate leadership to accurately forecast labor demands, did so with such accuracy that store efficiency improved dramatically, almost overnight
- Commended by district and regional leadership for solid track record of success in meeting or exceeding all numbers—both in store sales as well as in overall performance of quarterly store events and promotions
- Embraced leadership role, motivating and mentoring all sales associates; championed the brand, created a culture of productivity, and challenged associates to set and exceed aggressive sales goals as well as personal development goals
- Partnered with regional manager, store managers, and HR representatives to develop a well-staffed, well-trained store; recruited, hired, oriented, and provided ongoing training for managers, sales associates, clerks, and cashiers

BLACK RHINO MARKETING, Lynnwood, WA

Senior Account Manager, 06-2008 to 10-2009

- Held dual responsibilities of driving the retention of existing customers while growing them into larger and more profitable accounts; worked in close concert with company’s owner in consultative selling and up-selling of all existing customers
- Managed all aspects of account relationships focused on brand building, marketing solutions, customer acquisition, and conversion to ensure strong, long-term relationships and retention of business
- Reported to clients on performance of marketing campaigns, partnering with other internal teams

NORTEL NETWORKS, Bellevue, WA

IT Sales Support Analyst, 05-1999 to 06-2008

EDUCATION

B.A. in Fashion Merchandising, Education Art Institute of Seattle, Seattle, WA