

PROFILE

Motivated and driven professional with a proven background of providing a positive experience to ensure client satisfaction. Diverse and exceptional communicator with established rapport with clients, team members, and management personnel. Collaborative team player able to implement creative and strategic strategies to drive business goals. Looking to utilize current skills into a challenging and rewarding position with a reputable organization.

EDUCATION

Bachelors in Business Management (In Progress)

Youngstown State University

RELEVANT SKILLS

- Account Management
- Business Development
- Client Relations
- Strategic Planning/Strategic Selling
- Strong Interpersonal Communication
- Strategic Sales Campaigns
- Organization and Time Management
- Conflict Resolution
- Active Listening

TECHNICAL SKILLS

- Microsoft Office Suite
- Adobe Illustrator
- Salesforce
- Adobe Photoshop

ADDITIONAL EXPERIENCE

Sales Consultant | Verizon Wireless
Jul. 2010. Jul. 2011 | Salem, OH

Sales Representative | T-Mobile
Jul. 2008 – Jul. 2011 | Salem, OH

RELEVANT EXPERIENCE

Sr. Strategic Account Manager | Polyconcept North America
Sep. 2016 - Present | Pittsburgh, PA

- Generate additional revenue associated with top National Accounts, specifically #2 and 5 of the top 20, through building and maintaining strong business relationships
- Provide day-to-day service support through different proactive sales activities including pre-sale, order, and post-sale requests/inquiries
- Target marketing and sales campaigns to drive opportunities while work closely with accounts program teams for strategic item placements
- Work closely with Regional Sales Managers and Field Sales Managers to assist with implementing timely customer communication on identified requests/inquiries through different forms of communication
- Established key relationships with prospective and existing client accounts to meet and exceed revenue goals

Client Service Manager | Larson Financial
Sep. 2014 – Jun. 2015 | Pittsburgh, PA

- Developed campaigns and maintained relationships to increase penetration of existing markets
- Provided exceptional customer service to produce top clients
- Collected data from clients for preparation of financial plans
- Implemented client “touches” to create a concierge experience to result in consistent referrals
- Followed up with prospective clients to process new business and managed existing client relationships

Staff Accountant | Servicelink FNF
Apr. 2012 – Sep. 2014 | Coraopolis, PA

- Maintained unsurpassed levels of accuracy with all company/client accounts
- Reconciled projected versus actual budgets for discrepancies
- Recorded ledger and journal entries to assure correct values
- Prepared and transferred bank deposits, refunds, transfers, and any additional transactions
- Entered billing and maintained current information in systems

Customer Service | PNC Bank
Jul. 2011 – Apr. 2012 | Squirrel Hill, PA

- Assisted all customers with a positive and welcoming presence when answering incoming calls and emails
- Presented expert knowledge about PNC’s banking products and services
- Escalated customer issues to the appropriate managers when applicable
- Provided active listening to collect customer inquiries and serve the highest quality of service