

# Jennifer Caprio

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## **OBJECTIVE**

Dedicated Sales Representative with a history of managing key accounts. I am looking for a company that will benefit from my diverse skill set and highly organized work ethic. I am excited to build new relationships and continue my career path working closely with clients and vendors. I am looking to not only share the knowledge I have gained but to also continue building on that knowledge by learning from others.

## **SKILLS & ABILITIES**

- Account management
- Client relations
- Inside sales
- Schedule management
- Brand awareness and enhancement
- Revenue and Profit growth
- Contract Negotiations
- Extensive Product Knowledge
- Strategic Prospecting Skills
- Time and Schedule Management

## **EXPERIENCE**

### **SALES REPRESENTATIVE | SHUMSKY | FEB 2018 – APR 2019**

- Hired as an Account Administrator and quickly grew into the role of CSM/Sales Representative.
- Managed over 60 Client Accounts with responsibilities focused on inside sales, e-commerce, Brand enhancement and new business acquisition.
- Attended local and non-local product shows to network with vendors and find new products for clients.
- Actively listened to clients' needs and wants and sourced products that would best represent their brand as well as enhance their brand awareness.
- Created and delivered product demonstrations and effective sales presentations to existing and new clients.
- Supported client events, both local and non-local by setting up and staffing onsite "stores" to promote and sell client branded merchandise.
- Responsible for all sourcing, quoting and implementation of products needed to launch online client employee stores.

- Generated sales leads organically as well as through customer referrals, internet research and cold calling.
- Served as the main point of contact from beginning to end, ensuring all orders were entered and products were delivered to meet in-hands date.
- Ensured all orders were closed and billed prior to months end.

***ACCOUNT MANAGER | AERO FULFILLMENT SERVICES | NOV 2015 – OCT 2017***

- Managed several client accounts with responsibilities focused on day to day activities and Project Management
- Responsible for gathering information needed to create project-based estimates and submitting those bids to clients.
- Worked closely with Technology Department on projects that involved the creation of Micro sites.
- Oversaw Production jobs, ensuring all needed inventory was received, created spec samples for client approval and remained hands on throughout the process to make sure client expectations were exceeded.
- Managed all orders and handled any obstacles using a 5-point system of What, Where, When, Why and What now?
- Responsible for the on-boarding of new clients while looking for opportunities to grow existing accounts.
- Served as the lead in preparation and execution of client requested audits.

***ACCOUNT MANAGER | INNOVATIVE VENDING SOLUTIONS | NOV 2015 – OCT 2017***

- Managed all client accounts with responsibilities mainly focused on contract negotiations, logistics and billing.
- Served as the lead on Client "kick-off" calls where information related to the upcoming project was gathered and where timing and cost estimates were created and shared in real time.
- Ensured all documentation for shipping both nationally and internationally was completed properly. Handled and resolved all obstacles that came with shipping custom vending machines.
- Created a nationwide network of software and hardware technicians. Coordinated the training of those technicians who would then attend client events and serve as the on-site support on behalf of our company.

***ACCOMPLISHMENTS***

- Promoted to Client Success Manager after only 7 months of employment.
- Held the number one spot 3 consecutive months for orders entered in the Sales Department with over 2,400 orders entered and billed.
- Brought in over \$175k in revenue from January 2019 to April 2019

- Successfully closed year old invoices effectively bringing in \$50k in past due revenue.
- Exceeded sales quotas set by Manager three quarters in a row, winning internal sales promotion offered by Employer.
- Recognized for coming up with solutions that benefited all parties involved.
- Used Microsoft Excel to develop a new inventory macro that allowed our Inventory Specialist to run and view reports faster and more efficiently.
- Exceeded all performance and developmental goals set by Manager in 2018.
- Created and implemented an order tracking system that allowed fellow Sales Representatives to effectively track all orders.

***TECHNOLOGIES***

- All Microsoft Applications including, Word, Excel, PowerPoint, QuickBooks and Google Docs
- ESP/Sage/Common SKU
- Various Email Platforms
- Various CRM Platforms

**Professional and Personal References upon request**