



SOPHIA BROWN

Branch General Manager

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PROFESSIONAL SUMMARY

Accomplished Branch General Manager with a decade of experience in optimizing branch operations and driving revenue growth. Proficient in strategic planning, team leadership, and operational excellence. Demonstrated success in improving customer satisfaction and achieving financial targets through innovative sales strategies. Passionate about fostering a high-performance culture and empowering teams to excel.

WORK EXPERIENCE

Branch General Manager

📅 Mar / 2019-Ongoing

WidgetWorks Inc.

📍 Denver, CO

1. Oversaw all daily operations to ensure efficiency and compliance.
2. Developed and executed strategic sales plans to meet and exceed targets.
3. Created and managed employee schedules to optimize productivity.
4. Designed sales strategies to enhance client engagement and retention.
5. Conducted regular reviews with key accounts to identify growth opportunities.
6. Managed all aspects of national accounts to drive revenue.
7. Monitored financial performance and implemented corrective actions as needed.

Branch General Manager

📅 Mar / 2015-Mar / 2019

Summit Peak Industries

📍 Denver, CO

1. Directed a team of 25-30 employees, fostering a collaborative environment.
2. Ensured compliance with regulations and focused on customer retention strategies.
3. Oversaw hiring and training processes for new staff across various departments.
4. Managed branch operations, including sales, service, and administrative functions.
5. Evaluated performance of sales and service teams to drive improvements.
6. Utilized data analytics to develop territory business plans.

EDUCATION

Bachelor of Business Administration

📅 Mar / 2012-Mar / 2015

University of Virginia

📍 Phoenix, AZ

Focused on management and operations with a strong emphasis on strategic planning.

SKILLS

Data Analysis



Documentation Management



Resource Allocation



Goal Setting



Reporting Skills



Customer Retention



INTERESTS

🎮 Gaming

👜 Fashion

🎬 Film

💻 Technology

STRENGTHS

⚖️ Fairness

↔️ Flexibility

➡️ Forward-thinking

❤️ Gratitude

LANGUAGES



English



Japanese



Russian

ACHIEVEMENTS

- 🌟 Increased branch revenue by 20% through strategic sales initiatives.
- 🌟 Reduced operational costs by 15% by streamlining processes and improving efficiency.
- 🌟 Successfully led a team to achieve a customer satisfaction rating of over 90%.