

## Objective

Selling Specialist with 15+ years definitive experience driving tourism and growth in hospitality through customer and guest servicing. People-oriented facilitator; entrepreneurial and creative. Engaging and persuasive management style fuels strong team performances, inspires the cooperation of cross-functional teams, reenergizes stagnant programs, and positions companies for aggressive and sustainable revenue growth.

## Skills

Budget Administration, Strategic Marketing, Guest Services.

## Work Experience

### Selling Specialist I

**ABC Corporation** - January 2012 – 2013

- Implemented management systems, process refinements, cost containment measures, and integrated marketing strategies.
- Installed management structures, trained staff, established systems and procedures and created corporate communications support programs that enhanced the international markets.
- Identified lucrative market opportunity to distribute audio home entertainment products to the public segment.
- Supported new company division to market products specifically to demonstrate, cater to the consumer sectors, that realized immediate results, winning market share over long-time competitors.
- Increased turnover by 85%.
- Identified need to utilize former customers for future marketing communication.
- Devised a comprehensive marketing database, finely tuned reporting mechanisms, and strategized a frequent caller program to maintain ongoing customer relationships.

### Selling Specialist

**Delta Corporation** - 2011 – 2012

- selling specialists, folding clothes, giving excellent customer service, assisting in a fitting room, footwear, etc.
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices Greeted customers.
- Cleaned shelves, counters, and tables Watched for and recognized security risks and thefts, and how to prevent and handled those situations Computed.
- Initiative to present and sell merchandise in a professional and proficient manner Goal driven and maintain the customer relationship.
- Developed a preferred customer list to increase department sales Cashiered in the areas of purchasing and exchanging Answered customer questions.
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- Maintain inventory; open and close the store; participate in regularly scheduled conference calls regarding sales strategies.

## Education

B.S. in Business Management - 2015(DeVry University - Anaheim, CA)