

# Solutions Manager

## ROBERT SMITH

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### Objective

Knowledgeable and results-driven professional who works with Fortune 500 companies to architect and deliver solutions that address talent development and skill gap needs. Creates and develops career pathways that link workplace learning to college credentials. Advises corporate clients and top executives about how nontraditional learning and academics will create a condensed timeframe for degree completion, save overall tuition reimbursement dollars and generate a more experienced workforce.

### Skills

Sales Management, Facilities Operations, Account Management, Design And Implement Company Policies And Procedures.

### Work Experience

#### Solutions Manager

**ABC Corporation** - July 2010 - March 2015

- Lead the sales and service initiatives within a fast-paced environment; promote and sell new memberships, renew existing memberships, and present value.
- Deliver world-class customer service and support; respond to inquiries, questions, or requests, effectively resolve complex complaints, and foster professional relationships.
- Leverage technical expertise to achieve system operability and resolve errors, identify, troubleshoot, diagnose and repair key system failures.
- Plan, coordinate, and seamlessly execute corporate events to improve brand exposure and increase memberships.
- Ethically represent the company and develop and implement innovative sales strategy.
- Weekly monitoring of company reports pertaining to various aspects of the fitness centers for changes and inconsistencies.
- Reports include member access restrictions, corporate discounts, payment disputes/collections accounts, and customer feedback/complaints.

#### Solutions Manager

**ABC Corporation** - 2006 - 2010

- Number one in the scorecard in western states (5 ranked sales metrics) Dec 2014 Coached sales representative in sales competition (Representative placed in finals for the West Area) May 2012 Number one in the scorecard for western states (5 ranked).
- Assess individuals and team performance and initiate development plans to narrow competency gaps.
- Ensure retail area storefront, merchandise is in conformance with the merchandising plan.
- Responsible for financial and sales reporting.
- Manage cash and inventory levels.
- Ensure that customers and prospective customers are treated with the highest levels of courtesy and professionalism.
- Resolve escalated customer complaints in a timely and empathetic manner.

## Education

HS- (Cary Grove High School - Cary, IL)