

Robert Smith

Digital Solutions Manager II

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SUMMARY

Experienced and motivated Digital Solutions Manager seeking to expand career with an innovative and people-oriented organization. Have the ability to excel in challenging and critical situations, multitask, as well as provide superb support.

SKILLS

Communication, Merchandising, Business Development, Customer Service, Analytical Thinking, Fast Learner, Computer Proficient, Cisco Phone System.

WORK EXPERIENCE

Digital Solutions Manager II

ABC Corporation - November 2015 - October 2016

- Provide first-rate customer service, communication, and support to internal teams, vendors, and advertisers.
- Focus on customer retention by going above and beyond what is defined by the role.
- Consult, educate and set appropriate expectations with the sales team and advertisers on products as well as appropriate fulfillment steps.
- Actively participate in pre-proposal meetings to offer insights into a strategy based on initial findings by the sales team during discovery sessions with advertisers.
- On-going analysis of campaigns and compilation/review of custom reporting.
- Participate in client visits and conference calls to speak to the performance of digital campaigns and offer recommendations in budget and strategy.
- Help design and critique creative assets from email blasts to display ads.

SOLUTIONS MANAGER

Joseph.Eades@icloud.com - 2013 - 2015

- Promoted to Solutions Manager within the same location in which I was a Sales Consultant.
- Daily and monthly coaching of my team to establish desired behaviors.
- Helped lead a team of 11 Solution Specialist from a "C" volume location to a "B" volume location.
- Led a team that finished #1 or #2 in Edge in the region in the last fourth months.
- Helped to stabilize accessories revenue and move closer towards \$80 accessory revenue goal.
- Selected as a manager to oversee our locations small business efforts.
- Held team accountable for following up with leads and meeting monthly goals.

EDUCATION

B.S. in Biotechnology - (University of California - Davis, CA)