

**Seasoned sales leader seeking opportunity to provide exceptional service and support
through the sales process**

- Sales and Customer Service
- Excellent Communicator
- Proficient in Outlook and Office
- CRM Proficiency

Admission Counselor

Southern New Hampshire University

February 2014-Present

- Analyzing applicant and enrollment metrics to manage areas of opportunity
- Focusing on all steps of the application and enrollment process to ensure that serious and qualified students are successful
- Organizing applicants' digital records efficiently through a CRM to maintain reliable, consistent, and personal outreach
- Actively contributing to a positive work environment through mentorship, team building, and constructive communication with peers, leadership, and other departments
- Leading increases in Lead Data Quality Audits to ensure compliance through supportive communication of best practices and detailed reports of progress
- Specializing in an articulation program working with students from an international partner school
- Assisting with lifecycle management when coworkers leave or go on vacation

Store Manager

RadioShack

May 2006- August 2009

- Developed sales teams and assistant managers proficient in and dedicated to excellent customer service and district leading sales performance
- Worked with District Management to design and implement manager trainee workshops
- Turned around previously unprofitable store and led team to number one in wireless sales district-wide for multiple months
- Established performance goals and developed staff according to performance
- Collaborated with other stores to efficiently conduct business in the region
- Fielded customer complaints and resolved issues in an appropriate and timely manner

Canvass Director/Membership Coordinator

Gifford Pinchot Task Force

August 2003- March 2006

- Created training materials and coached Field Managers on effective training practices
- Led team to year over year increases in contributions and membership
- Conducted reviews of conversations with potential members and provided feedback and guidance to new trainees, struggling representatives, and those looking for advancement
- Made executive decisions regarding turf distribution and coverage as well as adjustments to the standard employee/prospective member conversation
- Worked collaboratively with the collective to create innovative policies and approaches

Associate of Science in Information Technology

Southern New Hampshire University - 2016

Bachelor of Arts in General Studies with a Concentration in Information Technology

Southern New Hampshire University - Anticipated graduation 2017