

Professional Summary

Self-Driven business professional with over 16 years of experience providing leadership, sales, customer service, and key account management transitioning to a medical device sales role. Extensive experience in all aspects of revenue growth and customer success including sales management, stakeholder consulting, decision maker relationships, negotiations and proposals, program management, and multifunctional team coordination. Continually exceeds expectations by creating valuable partnerships and works well with people at all levels of an organization including stakeholders, executive management, sales team members, and customers.

Skills

- Anatomy Understanding & Medical Device Knowledge
- Customer Service & Problem-Solving Skills
- Territory Management & Planning
- Inside & Outside Prospect Cold-Calling
- Account Acquisition & Development
- Sales Presentations, Demonstrations & Closing
- Key Account Relationship Management
- Target Marketing & Penetration
- Excellent Verbal & Written Communication
- Account Management & Customer Value Plans
- Consultative & Relationship-Based Sales
- Data Management & Sales Analytics
- Strategic Partnerships & Networking
- Competitive Intelligence & Market Trends
- Customer Relationship Management (CRM)
- Excellent Verbal & Written Communication

Work History

Product Supervisor- Seneca, SC

11/2019 to 2/2024

Parkway Products, LLC

- Examining and inspecting containers, materials, and products to ensure strict adherence to packing specifications.
- Completing a comprehensive 135-hour Special Project Internship and playing a key role in enhancing employee training.
- Developing procedures and operation documents and revising training resources to support degree in workforce education.
- Consistently complying with and enforcing OSHA Safety and Health rules in an unwavering commitment to employee safety.
- Proactively maintaining the cleanliness and organization of production floor to align with Good Manufacturing Practices.
- Working in various pivotal roles including machine operator, product handler, material handler, and quality engineering.
- Adhering to plant policies, processes, and procedures while maintaining quality standards for plastic injection molding.
- Establishing rapport with individuals from diverse backgrounds and facilitating effective communication across departments.

Business Manager

02/2008 to 05/2018

Greenville Rental – Greenville, SC

- Efficiently managed daily operations including customer service, event coordination, sales, retail, and equipment rentals.
- Achieved business objectives by proactively generating leads, resulting in a **25% increase** in quarterly lead generation.
- Strategically expanded the party rental division through targeted marketing campaigns and current client engagement.
- Participated in trade shows and acquired new clients to contribute to an **18% increase** in enhancing annual revenue.
- Managed the entire sales process, booked numerous events, collected payments, and negotiated contracts with vendors.
- Contributed to over **30% of the annual revenue** by fostering lasting relationships with clients leading to repeat business.
- Supported a dedicated and skilled workforce while ensuring a high level of professionalism and customer satisfaction.
- Oversaw a team of **15 to 25** employees, reducing employee turnover by **40% over 2 years** through leadership strategies.
- Successfully organized and coordinated special events for long-term clients including numerous churches and public schools.
- Worked with Prisma Hospital, YMCA, Clemson University, Presbyterian College, Johnson & Johnson, and Lockheed Martin.

Previous Work History

United States Army, Honorable Discharge

Active & Inactive Service from 2000 to 2008

Technical Skills

- **Microsoft Office Suite:** Advanced proficiency in Word, Excel, Outlook, and PowerPoint, with the ability to create comprehensive reports, and develop impactful presentations.
- **Digital Literacy:** Strong understanding of digital tools and technologies, with the ability to adapt to new software quickly and utilize digital resources effectively for problem-solving and project management.

Licenses & Certifications

- **National Personal Training Institute:** Certified Personal Trainer and Nutritional Consultant, 2006
- **TEFLEN Training College:** TEFL-TESOL Certification, ESL Language Instructor, 2008

Education

Southern Illinois University of Carbondale – 2023

Bachelor of Science in Workforce Education and Development