

Professional Summary

Self-driven professional with a lifetime of experience in leadership, sales, customer service, and key account management, transitioning to medical device sales. Known for leveraging emotional intelligence and communication skills to present solutions, foster relationships, and drive customer success. Proven ability to grow revenue, negotiate contracts, and collaborate with stakeholders and teams to consistently exceed expectations.

Skills

- Complex Hospital Sales Cycle Familiarity
- Operating Room (OR) Familiarity
- Knowledge of Anatomy and Hospital Layouts
- Consultative Sales and Relationship Building
- Territory Management and Strategic Planning
- Sales Presentations, Demonstrations, and Closing
- Key Account Management and Expansion
- Customer Service and Problem-Solving
- Competitive Intelligence and Market Trends
- Target Marketing and Market Penetration
- CRM Systems and Data Analysis
- Cross-Functional Collaboration
- Exceptional Verbal and Written Communication
- Adaptable to Travel and Flexible Work Hours

Work History

Product Handler

12/2020 to 02/2024

Parkway Products, LLC- Seneca, SC

- Optimized training resources and revised operational procedures during a 135-hour internship to support workforce development, focusing on advanced team training and operational efficiency.
- Collaborated with quality engineering to uphold OSHA and quality standards, ensuring compliance and safety critical in healthcare and manufacturing environments.
- Enhanced productivity through improved training documentation and cross-functional collaboration, leveraging skills transferable to mentoring and team development.
- Gained hands-on experience in a manufacturing environment, showcasing adaptability and problem-solving skills transferable to complex medical sales and healthcare settings.

Business Manager

02/2009 to 05/2019

Greenville Rental – Greenville, SC

- Directed daily operations, overseeing a team of 15-25 employees while driving revenue growth through strategic marketing initiatives and strong client relationships.
- Enhanced team retention through effective training strategies, ensuring a skilled and motivated workforce.
- Negotiated contracts with KOIs and built long-term partnerships with key organizations, including corporations, churches, and universities, providing equipment and ensuring exceptional customer satisfaction in the Greenville community and surrounding areas for over 20 years.
- Contributed to company growth by learning all aspects of the rental industry and successfully supporting the owners through a seamless transition into retirement.

Previous Work History

United States Army Infantry (Honorable Discharge) – 2000 to 2008

- Exemplifies loyalty, dedication, and excellence with a strong focus on integrity, continuous learning, and professional growth.

Technical Skills

- Proficient in Microsoft Office Suite and skilled in designing and delivering impactful presentations.
- Strong digital literacy with the ability to learn and adapt quickly to various software and technologies.

Training, Licenses & Certifications

Personal Trainer and Nutritional Consultant Certification

National Personal Training Institute – 2006

- Completed coursework in Exercise Physiology, Anatomy, Nutrition, Strength Training, and Injury Prevention, developing a strong foundation in human physiology and biomechanics applicable to various professional roles.
- Gained expertise in Client Assessment, Program Design, and Behavioral Coaching, emphasizing communication and relationship-building skills to deliver effective solutions.

TEFL-TESOL Certified Instructor

TEFLEN Training College – 2008

- Certified in Teaching English as a Second or Foreign Language, developing expertise in language instruction, cross-cultural communication, and effective teaching methodologies.
- Skilled in providing effective communication to non-English speakers through verbal, written, and non-verbal techniques, fostering strong relationships and ensuring clarity in diverse professional settings.

Education

Southern Illinois University of Carbondale – 2023

Bachelor of Science in Workforce Education and Development

- Acquired a strong foundation in anatomy, physiology, and medical terminology through science coursework, preparing for roles in healthcare and medical technology.
- Completed courses in Leadership Development, Instructional Design, and Workforce Training, building expertise in team management and effective training delivery.

Additional Highlights

- Consistently exceeded growth objectives by fostering trust, cultivating client relationships, and delivering results that drove organizational success.
- Excelled in high-pressure, fast-paced environments by rapidly diagnosing and resolving complex challenges, ensuring seamless operations and instilling confidence among stakeholders.
- Demonstrated a refined ability to craft tailored solutions, navigating intricate sales landscapes with precision to meet the unique needs of clients and achieve transformative outcomes.
- Forged enduring partnerships rooted in collaboration and mutual success, contributing to sustained growth and market leadership.
- Exemplifies professionalism, adaptability, and a steadfast commitment to excellence, setting a standard of performance that inspires and elevates team success.