

Name and Contact Info

SUMMARY OF QUALIFICATIONS

8 years account management and sales support experience in the apparel industry; 12 years in gourmet retail sales with excellent customer service, problem solving, communication and relationship building skills. Organized, self-motivated, enthusiastic and adaptable in fast-paced environments.

PROFESSIONAL EXPERIENCE

Senior Account Specialist-Sales Support, 2005-2008 Fresh Produce Sportswear, Boulder, CO

- Established and maintained strong relationships between retailers and sales representatives to improve sales growth; preserve brand loyalty and business development.
- Sold women and children's apparel, created reports and consulted retailers to generate over one million dollars in sales with three largest volume retailers.
- Partnered with sales reps at company trade shows to promote new lines, greet customers, coordinate appointments, and generate brand excitement for prospective dealers.
- Co-facilitated annual dealer workshop designed to grow retailer business by 10 % and retain product loyalty.

Account Specialist-Sales Support, 2000-2005

- Managed a territory of 7 states and 3 country territories.
- Achieved 80% reduction in customs hold ups for overseas accounts and 95% NAFTA compliance by creating and implementing new procedures.
- Negotiated retailer issues with dealers and shipping, credit and production departments to improve customer satisfaction. 70% resolved within 24 hours.
- Supervised customer orders from entry, allocation through shipping, using Blue Cherry and Escape systems to meet deadline 80% of the time.
- Created and wrote Dealer of the Month article in monthly newsletter along with the company brochure for prospective dealers.

Nordstrom Account Specialist, 1999-2000

- Managed national Nordstrom account as sole interface for order entry, customer service, and problem resolution.

Assistant Retail Store Manager, 1987-1999

Cheese Importers, Longmont, CO

- Served retail and wholesale customers in busy retail and trade show environments.
- Contributed to substantial sales growth and increased customer base by 50%.
- Designed, marketed and sold holiday gift baskets during holiday season to bring in 70% of the annual revenue.

EDUCATION AND TRAINING

- Excel, Microsoft Office and Customer Service workshops in Denver, CO.
- Classes at Weber College in Ogden, UT.

INTERESTS AND COMMUNITY SERVICE

- Cycling, mountain biking, skiing, showshoeing, hiking, traveling.
- DBTC road and mountain bike leader.