

## **SUMMARY**

Versatile and self directed professional with experience in leadership, sales, client services and process improvement. Strengths include exceptional communication skills, relationship building, conflict resolution and problem solving. Highly successful at creating and implementing new ideas and methods while meeting deadlines with a high level of accuracy. Able to quickly establish and build relationships across departments with executives, co-workers and clients.

## **PROFESSIONAL EXPERIENCE**

### **TRAVELERS HAVEN, LLC**

**September 2016 - October 2017**

#### **Lead Sales and Account Manager, September 2016 - May 2017**

- Managed inbound leads; responsible for the full sales cycle from client prospecting to ongoing relationship management and support
- Surpassed company goals month-over-month by qualifying and closing over 25-inbound leads and growth accounts per month, resulting in 30% closing rate
- Promoted to Client Account Manager after being recognized for consistently meeting and exceeding company sales goals, including closing 85 new business clients in the first 6-months

#### **Client Account Manager, June 2017 - October 2017**

- Managed 115 accounts and an average of 110 active leases per month
- Worked with vendors and suppliers to organize a turn-key move-in experience for commercial companies and individual consumers from start-date to move-out date
- Grew and retained existing business
- Provided on-boarding and training for all customers on the Travelers Haven and HotelEngine account platform
- Exceeded profit goals and generated an average of \$60,000 MRR across all unit leases

### **MODIS IT RECRUITING AGENCY**

#### **National IT Resource Development Manager**

**March 2016 - September 2016**

- Accountable for full life cycle IT Recruitment focused on the placement of Project/Program Managers, Business Analysts, Java Developers, .NET Developers, Software Engineers/Architects, Web Developers, Database Developers/Administrators, and Quality Assurance/Test Engineers, Python, C++, C# and other Object Oriented languages
- Identified qualified IT candidates to provide a continuous flow of quality profiles into internal database and to effectively build a pipeline of candidates for technical skill sets covering a large geographic area
- Exceeded monthly and weekly candidate submittal quotas, that contributed to high placement rates
- Utilized candidate pipelines to support client needs for strategic accounts as assigned by Recruiting Director
- Provided thorough activity tracking and candidate screening documentation in internal database decreasing cycle times for candidate identification and submission

## **VAIL RESORTS RETAIL**

### **Corporate Logistics, Special Orders Coordinator**

***August 2015 - March 2016***

- Coordinate with 200 high-end retail stores nationwide to drive sales, increase revenue and improve customer loyalty to generate growth for Vail Resorts
- Managed customer referrals totaling \$300,000 in sales, a 17% increase in sales since the previous year.
- Plan and work closely with a team of six to generate ideas, manage referrals, achieve monthly revenue goals and provide conflict resolution, resulting in increased store support and customer satisfaction
- Develop and initiate precise procedures to guarantee orders are registered, recorded, and ensure prompt delivery of all orders.

## **BODY IMAGE PHYSICAL THERAPY**

### **Physical Therapist Assistant**

***January 2013 - August 2015***

- Administered complete plan of care to patients from post-evaluation to discharge which included creation and implementation of rehabilitation services.
- Created rapport and trust with patients and medical personnel which resulted in client retention and improved rehabilitation.
- Assisted in generating marketing ideas to expand and advance a new clinic which resulted in new client attraction.
- Headed in-services to coworkers on exercise progressions and movement principles which enhanced provider skills within the clinic

## **OTHER RELEVANT EMPLOYMENT**

### **VAIL RESORTS - COLORADO SKI AND GOLF**

#### **Alpine Sales Associate**

**2011-Present**

- Requested by management each season to assist in Alpine Department for part-time winter seasonal help
- Provide exceptional product knowledge to diverse clientele to encourage customers in selecting and purchasing required products, while promoting Vail Resorts customer oriented image

### **THE CURTIS A DOUBLE TREE HOTEL**

#### **Banquet Bartender**

**2011-Present**

- Provide On-Call support to The Curtis for bartending needs during large events
- Ensure customers are satisfied with every part of the event experience

## **EDUCATION**

### **Pima Medical Institute, Denver, CO - December 2012**

Occupational Science degree: Physical Therapist Assistant

### **University of Iowa, Iowa City, IA - May 2006**

Bachelor of Arts Degree: Business, Health Science and Literature

Minor: Exercise Science