

PROFESSIONAL EXPERIENCE

ADT SECURITY SERVICES, NASHVILLE, TN **2008 - PRESENT**

Small Business and Residential Sales Representative

- Attained and exceeded quota on numerous occasions cultivating company revenue and contributing to team goals.
- Generate new sales opportunities by building on consumer relationships and investigating new business organizations.
- Assist business and homeowners in custom security solutions including; burglar alarms, CCTV, access control and remote solutions.
- Negotiate contracts based on an assessment of the consumers needs, utilizing critical thinking and knowledge of vertical markets.

THE FALL SCHOOL BUSINESS CENTER, NASHVILLE, TN **2006 - 2008**

Director of Sales and Marketing

- Prospected, approached, and invited potential patrons to join our facility, resulting in increased revenue.
- Responsible for duties related to office rentals, showing available space, preparing agreement documentation, collecting security deposits, managing maintenance issues, and completing move-in and move-out procedures.
- Established and enforced tenant rules and regulations, while maintaining good relationships.
- Maintained all vendor bids, client agreements, and files. Negotiating them as seasonal and corrective maintenance, or agreements, were due for renewal.
- Managed, trained and supported personnel, increasing effectiveness while reducing cost.
- Analyzed financial information to project the building budget.
- Managed accounts receivable and accounts payable, making daily deposits if needed.
- Coordinated conferences and special events, overseeing all stages of planning, production and execution.

SPRINT TOGETHER WITH NEXTEL, NASHVILLE, TN **2005-2006**

Account Executive

- Investigated and discovered corporate, business, and consumers as potential customers. Initiated meetings to evaluate the needs of the potential customer.
- Identified ways to which the customer could use our product; as well as, ways to which the customer could save money using our product.
- Established and maintained accounts. Provided follow up visits and calls to assure the customer was always receiving the best customer service to their account.
- Assisted current customers with warranty and technical information, providing end-users on proper warranty procedures for product in and out of term

UNIVERSAL LIGHTING, Nashville, TN **2001-2005**

Customer Service Advocate

- Assumed responsibility for approximately 40% of additional territory in the absence of incumbent. Continuously maintained existing workload and level of service.
- Ensured all claims and orders were processed accurately and efficiently. Researched, analyzed tracking and proof of delivery documents for shortage and overage issues. Issued credit and return of material authorization to resolve complaint. Interacted with credit department for accurate accounting and inventory recording.
- Improved order entry time and accuracy by 55% in less than 12 months. Exceeded corporate goals of 99%. Recommended streamlining order receipt process that was implemented and resulted in decreased entry timing from 84 minutes to less than 4-minute average.

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION, Belmont University, Nashville, TN

Activities and Societies: *Service Corps, Program Board*