

# NAME

Street Address • City, State Zip  
☎ 555.555.5555 • 📧 name@name.com

## PROFESSIONAL PROFILE

Dynamic, award-winning Professional with diverse background in sales, marketing and customer service, with a strong interest in education and nonprofit causes. Exceptional ability to work with the community to assist them in difficult times, educate them, refer them for special services / assistance and resolve their concerns with products and/or services provided. Background includes operations management, sales & marketing, customer service, nonprofit leadership and teaching / education.

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Office Administration • Sales & Marketing • Website Design • Customer Satisfaction • Persuasion & Negotiation  
Merchandising • Bilingual (English and Spanish) • Advertising & Promotional Events • Product Selection & Pricing  
Computer skills (Microsoft Word & Excel, IBAPP5, Adobe Photo Deluxe Business Edition, InfoPro, QuickBooks)

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## PROFESSIONAL EXPERIENCE

### **COMPANY, City, State • 2007 to 2009**

#### **Consumer Customer Service Representative**

Interfaced with distributors to resolve issues raised by consumers and retail stores. Responded to technical battery questions from consumers. Conducted research and collaborated with technical experts to resolve cases. Processed consumers' requests for refunds and detected fraudulent claims.

#### **Key Achievements:**

- Contributed to 50% increase in call and email volume answered in 12 months by CCS team.
- Recruited new stores nationwide by phone and new staff in North Dallas area by posters and phone.
- Saved the company thousands of dollars by effectively resolving claims and preventing losses.
- Entrusted with the most complex customer service issues as a result of exceptional ability to promptly resolve concerns and satisfy customers.

### **COMPANY, City, State • 2005 to 2007**

#### **Operations Manager, Sales/ Marketing Manager**

Conducted compelling sales presentations and closed major deals with individuals, production companies, studios and churches, selling unique product line of Greek, Medieval, and Roman themes. Partnered with senior management to make key product and marketing decisions, selection and campaigns. Managed operations, including hiring staff, delegating responsibilities and directing sales and marketing initiatives.

#### **Key Achievements:**

- Sales more than doubled under my management and returns decreased, leading to greater profit.
- Led sales efforts to grow sales revenues by 250% by mastering expertise on the product and the ability to describe and sell products with high quality, authenticity and historic accuracy.
- Specialized in making add-on sales by persuading clients to purchase more than what they initially wanted, increasing the value of each sale.

### **COMPANY, City, State • 1997 to 2009**

#### **Founder, President, Senior Editor**

Spearheaded nationwide marketing, advertising, and sponsorship programs to provide support and assistance to families with twins and children who are taught at home. Planned and hosted special events to network with and educate parents. Developed monthly newsletters, brochures, advertisements, national surveys and educational reports to promote the organization. Delivered informative presentations at state conventions and meetings of various business groups and corporations. Designed and staffed promotional booths with backdrop, sales products, and literature distribution.

## **COMPANY, continued**

### **Key Achievements:**

- As Founder and President of an educational nonprofit organization, (501c3 tax exempt, nonprofit educational corporation) was able to take a small local organization and make it a well-known international service in just three years.
- Bridged the gap between mothers of twins clubs with home school groups by sharing educational resources, parenting principles, and medical information, leading to a unified effort to better the lives of children.

### **SCHOOL, City, State • 1987 to 2005**

#### **Private School Administrator/ Teacher**

Taught grades Kindergarten – 12 in a private home school setting. Planned and executed large educational events and field trips appealing to diverse audiences. Attended educational conventions to promote school program from 1989 to 1999.

### **PUBLISHERS City, State • 1987 to 1990**

#### **District Manager**

Created and implemented innovative marketing strategies to acquire new church and school accounts, advancing to District Manager in 2 years as a result of consistent performance and exceeding sales goals. Recruited and trained dealer sales team and managers one-on-one and in regional seminars.

## **EDUCATION**

University, City, State

Bachelor of Arts Degree in World Cultures (including International Business, Cultures Study, Biology, Sociology, and Journalism Communications)

## **HONORS / AWARDS**

Interstate Batteries Payday Recruiting Program High Performance Awards (2009)

Interstate Batteries Matthew 25 Outstanding Charitable Service Award (2008)

Who's Who of American Women (2006-2007)

Who's Who in American Education (2006-2008)

National Register's Who's Who in Executives and Professionals (2003-2007)

Marquis' Who's Who in America (2004-2007)

National Leadership Award (2003) (From Republican Party)

Texas Honorary Chairman (2003) (from Business Advisory Council of National Republican Congressional Committee)

Businesswoman of the Year (2003-2007) (from Business Advisory Council of National Republican Congressional Committee)

Congressional Tax Summit Delegate (2004) (Washington, D.C.)

Two Congressional Medals (of Merit and of Excellence)

Presidential Task Force (2004 & 2005) (on Small Businesses)

Texas Mothers of Multiples' Bette Ade Scholarship state recipient - one of two selected (2003)

Premier Edition American Biographical Institute's Great Women of the 21st Century (2004)

American Biographical Institute's Woman of the Year (2004)

Professional Women's Advisory Board (2004 & 2005)

International Biographical Centre of Cambridge, England 21st Century Award for Achievement:

International Peace Prize from the United Cultural Convention (2004, representing 30 nations)