

Sample - After

Personalized Resume Revamp

727.555.1212 St. Petersburg, FL

SALES AND MANAGEMENT EXPERIENCE

LIFESTYLES FAMILY FITNESS

Tampa, FL

Membership Sales Consultant

3/04 – present

Prospect for sales leads daily; make 100 cold calls per day, and track and document progress. Cross-market with local businesses to attract new customers. Process paperwork and input customer data into company software/database programs. Enter client information into Microsoft company software; train new employees in using software. *Selected highlights:*

- **#1 Sales Consultant/MVP** throughout Florida in June 2004 as commission-only sales consultant
- **Earned Top 10 in Sales for all of Florida** every month since promoted to Sales; 3 out of 5 months Top 5
- Convert information appointments into memberships 20% more frequently than staff average
- Target market and partner with Discount Nutrition to build mutual business

Manager-in-Training/Operations Department

9/03 – 3/04

Opened/closed club; reconciled all cash drawers with day sales sheets; deposited daily cash. Assisted personal trainers in selling individualized training sessions and packages. *Selected highlights:*

- Negotiated potentially cancelled memberships into continued memberships
- Trained five staff members; supervised staff and all club operations while Manager on Duty

SCC CORPORATION

Kansas City, MO

Assistant Manager - Marketing and Sales

8/01 – 8/03

Coordinated daily employee workloads; supervised staff for warehouse storage and delivery company. Coordinated driver and route schedules of pick ups and deliveries; organized warehouse storage layouts. Processed and entered all data for incoming company orders. Managed accounts receivable and accounts payable; generated invoices and processed payments. *Selected Highlights:*

- Processed payroll for 12-15 employees (payroll taxes, workers compensation, Social Security withholding)
- Motivated employees, increased efficiency, and improved team relationships through positive interactions and group activities
- Assessed needs of accounts then negotiated additional storage and distribution for those companies, increasing revenues for SCC

LITE RECEIVABLES MANAGEMENT

Pokino, KS

Department Supervisor

2/00 – 7/01

- Supervised 10-12 Collections Representatives; coached team on collection and negotiation strategies

Assistant Department Supervisor

5/99 – 2/00

- Promoted to Assistant Department Supervisor for consistently exceeding daily account collection goals

Collections Representative

1/99 – 5/99

- Handled 250 inbound/outbound calls for account collections/bankruptcies on Capital One accounts
- Won several incentive contests for highest daily collections

EDUCATION AND TRAINING

General Studies - Johnson County Community College
Diploma - 3.0 GPA – Lake Bluff High School

Overland Park, KS
Lake Bluff, KS

Computer Experience: MS Word/Intermediate level; Experience with: MS Excel, internet and email;
Comfortable learning new software; type 40 wpm

Workshops:

- **Ongoing Weekly Sales Training**, Lifestyles Family Fitness, Tampa, FL, 2003 & 2004
- **Sales and Customer Service Techniques**, Lifestyles Family Fitness, Tampa, FL, 2003
- **Fitness Profile Training**, Lifestyles Family Fitness, Tampa, FL, 2003
- **Collections & Customer Service Training**, Lite Receivables Management, Pokino, KS, 1998