

Deirdre Grant

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Professional Career Experience

Bon-Ton, Minneapolis, MN

Account Coordinator Minneapolis South Territory, Clinique Cosmetics June 2016- Present

- Recruiting, screening, interviewing, and onboarding talented Consultants and Counter Managers
- Building relationships with senior management and vendor partners to develop talent, create and execute high profit events, and drive productivity
- Training, coaching, and mentoring Counter Managers and top performers to achieve territory sales plan which I accomplished overall territory sales plan by 100.5% to goal
- Analyzing and resolving current business needs by utilizing spreadsheets, Microsoft Office, and internal databases
- Communicating with employees and senior management regarding behavior-based performance reviews and compliance to company's mission
- Streamlining processes performed by Counter Managers and senior management by utilizing and executing developmental tools and strategies
- Leading training workshops and cross training seminars on new products and strategies to deliver superior results
- Creating and mentoring the top performer development program to recognize and motivate teams to achieve maximum results
- Coordinating Counter Manager and top performer development meetings and special events within the territory

GEICO, Coralville, IA

Management Development Program, Service Department March 2014 – November 2015

- Interviewed and onboarded licensed service agents in our development program
- Recruited at colleges and career fairs, followed up with candidates and began the interview process
- Trained and developed teams of ten to twelve licensed service agents in six-month rotations
- Executed human resources functions such as behavior-based performance reviews, corrective action, FML/ADA compliance, and time and labor tracking
- Utilized Microsoft Office Suites, including excel, access, power point, word, and outlook to analyze and interpret business trend and problem solve
- Organized, tracked, analyze, and provided feedback on pilot projects aimed at streamlining processes
- Collaborated with other department management to provide cross training between sales, service, and retention teams that enhanced the client experience

Education

The University of Iowa, Iowa City, IA

Bachelor of Liberal Arts, Psychology, 3.1/4.0 GPA

August 2011 - May 2013

Kirkwood Community College, Cedar Rapids, IA

Associate of Liberal Arts and Sciences, 3.0/4.0 GPA

August 2008 - July 2010