

Professional Summary

Top producing sales professional and expert in multiple industries. Dynamic communicator who consistently exceeds goals and company expectations. Client-focused Sales Representative with 14 years of providing solutions to customers. Solid understanding of Tableau, Excel, Salesforce, SQL and JavaScript. General Manager with 7 years' experience. Areas of expertise include data analytics, training and development, product management, and Business solutions. Meticulous manager, excellent at juggling multiple tasks and working under pressure. Broad industry experience includes Retail (sales), Finance and Legal. Business Analyst offers 8 years in the Small Business industry. Expert on business and systems requirements, user acceptance testing, process improvement and end-user training. Motivated Business Analyst with the technical expertise and business acumen necessary to translate business requirements and objectives into measurable, highly resilient and successful system solutions. Highly-effective Business Analyst effective at delivering quality system requirement documentation ahead of tight deadlines. Business process mapping and end-user testing expertise.

Skills

- Business analysis
- Data analysis
- Business Development
- Business strategy
- Concept Development
- Social Media Marketing
- Concept Development
- Project Management
- Training and Development of Assets
- Creativity and creative problem solving
- customer service
- Marketing
- Sales Strategy
- Client assessment and analysis
- Risk management processes and analysis
- Powerful negotiator
- Team liaison
- Document scanning
- Self-motivated
- Salesforce
- MS Word
- MS Excel
- Tableau
- MS Outlook
- Creativity
- Organization
- Personality
- Sales Force
- SQL
- Java Script

Work History

Dog Groomer

05/2018 to Present

PetSmart, INC—Longmont, CO

Expert Knowledge in the field on animals' breeds, pet grooms, show grooms, artistic grooms. Understands small and large animals' anatomy, and how to spot changes in a pets' hygiene that might indicate a health concern. Expert on attention to detail, great customer service, strategic developer of the grooming process, time management, and exceeds financial goals. Repeatedly shows compassion for the art of animals grooming. Has been employee of the month, and has been awarded multiple times for great business practices in the industry.

Owner
Family Daycare

08/2015 to 06/2018

Daily operations also included balancing the finances, inventory management, people management, tax preparation, business licensing maintenance. I opened this business to be able to provide for my family, while also taking pleasure in raising my own small children. This business was successful, and still runs today. When I was ready to move to my next adventure, I personally taught a mother in the neighborhood I live in the business strategy I used, so she could take over, and understand the basics of running a small business.

General Manager

07/2013 to 10/2015

- Operated first for a franchise in need of help with the training, operation efficiency, and ethical standards of the business model.
- Once I fully understood the business, I developed a business strategy to re-brand the location.
- I personally trained, and Mentored 15+ employees, including my predecessor.

Support Manager/Dog Trainer

10/2011 to 08/2013

PetSmart – Broomfield, CO

- Responded to customer requests with friendly, knowledgeable service and support.
- Capitalized on up sell opportunities with new and potential customers.
- Scheduled appointments with service professionals.
- Researched complex problems and resolved issues in a timely manner.
- Completed documentation and logs each day and generated weekly reports detailing activities.
- Oversaw team of 15 customer service professional assisting 300+ customers daily.
- Directed training of new team members and Mentored each to promote productivity, accuracy and friendly service.
- Gathered data and built financial models around key metrics.
- Trained and directed all new hires during department orientations.
- Advised farm owners on sanitary measures, feeding and general care to promote health of animals.
- Performed ongoing research and wrote articles for peer-reviewed journals.
- Trained and socialized puppies including house training and ending destructive behaviors.
- Provided pet owners with excellent customer service and compassionate care for their pets.
- Cleaned kennels, animal holding areas, examination and operating rooms, and animal loading/unloading facilities.
- Educated customers about the brand to incite excitement about the company's mission and values.
- Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.
- Trained 10+ new sales associate each quarter.
- Mentored new sales associates to contribute to the store's positive culture. .
- Recipient of multiple positive reviews acknowledging dedication to excellent customer service.
- Routinely answered customer questions regarding merchandise and pricing.
- Priced merchandise, stocked shelves and took inventory of supplies.
- Restocked inventory ever month and reviewed cash operation data to verify proper replenishment.
- Helped drive sales goals and achieve monthly quotas.

Personal Information

Community: I helped to create the Social Committee for my HOA, due to prior boards lack of community, working to revitalize relationships. I have also helped people in my community with questions and concerns they have for a variety of small business strategies and needs.

Education

BSBA

Business Development

GPA: 3.8

Dean's List

2018

