

Genesis Terrell

Marketing, Promotions, Customer Service, Collections and Sales Expert

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Since my workforce entry in the year 1999 I have trained and worked in the fields of customer service, retail management, collections, skiptracing, marketing and promotions as well as youth advocacy. My desire is to work in management or in a position that allows me to advance with my employer.

WORK EXPERIENCE

Sound Engineer/Sound Technician/Sales and Support

G & A Enterprises - Albion, MI - 2012 to Present

Responsibilities

In this position I serve as a media supervisor for two ministries, event DJ and Sales consultant.

Accomplishments

Accomplishments include securing sound and sales contracts for a major music festival in 2014

Night Youth Specialist

Starr Commonwealth - Albion, MI - July 2011 to July 2012

As a Youth Specialist I worked closely with a treatment team constructing and maintaining plans for individuals and groups of young adults diagnosed with Autism, Aspergers Syndrome and various emotional deficiencies. In addition to providing treatment and distributing medications I was responsible for organizing and supervising group work assignments, peer building activities and teaching basic living skills such as cooking, laundry, personal hygiene and time management.

Internet Sales Manager

Albion Motors - Albion, MI - December 2009 to April 2010

As the Internet Sales Manager I was responsible for updating company websites, assisting customers with purchasing vehicles by way of our internet leads, data entry, inbound and outbound telemarketing as well as traditional automobile sales. In addition to sales and marketing, I was required to perform clerical and customer service duties.

Scheduling and Routing Coordinator

Exel Direct - Columbus, OH - July 2007 to October 2008

As Scheduling and Routing Coordinator I was responsible for scheduling furniture deliveries for third party companies, data entry, up selling as well as inbound and outbound customer service. In addition to my scheduling duties I was responsible for creating delivery routes for delivery drivers.

Assistant Store Manager

Zales Corp - Columbus, OH - October 2005 to July 2007

Serving as the Assistant Store Manager I handled daily operations, clerical tasks, banking, shipping and receiving, employee training, interviewing prospective candidates, as well as merchandise upsell, cash register transactions and general customer related duties.

Assistant Manager/Cashier

Dollar General - Columbus, OH - February 2003 to August 2004

As an Assistant Manager I opened our store for the morning shift, trained new employees, loaded and unloaded delivery trucks and served as a cashier, additional management duties included: writing inventory reports, employee retention and facilitating team meetings.

Collections Agent

Intergrated Check Technologies - Columbus, OH - May 2001 to February 2003

As a Collections Agent I was responsible for contacting customers of several retail chains to inform them of returned checks and resolve outstanding debts.

EDUCATION

High School Diploma

Eastmoor High School

Certificate in Retail management

Northeast Career Center

SKILLS

My professional skills include accurately typing 35 words per minute, Proper phone etiquette, Collections and Customer Service training. In addition to my traditional work experiences I have served as a music industry consultant, a radio show host, event planner, event host, a concert performer and disc jockey.

ADDITIONAL INFORMATION

In my periods of unemployment I have served as a Traveling Performer, Road Manager and Music Industry Consultant with several independent and nationally known companies, Additionally I volunteer as a peer counselor with the Michigan Youth Challenge Academy mentoring program.