

Exceptionally personable and effective (*multimillion-dollar sales growth over the last 3 years alone*) **customer relations leader with 15 years of experience who generates substantial profit margins for both company and clients.** Highly successful business lead with excellent skills in managing numerous marketing projects with se projects with newly developed accounts. Hold profitab within the advertising industry. Apply a strong commit with a dedication to serving customers while remainin Extend excellent communication and time managemer accounts and individual client needs. History of imp diverse, focused, and effective sales training (on occasio costly employee turnover.

“Leverage solution-based CRM strategies to build solid relationships between resellers, p

– Bachelor of Science Degree, University of South D

SUCCESS/fulResumes.com
Resumes Written with /YOUR/ Success in Mind

© 2008 All Rights Reserved, Rachele Rhinehart

SuccessfulResumes.com, Professional Resume Writing Services

Rachele Rhinehart, Skilled Resume Writer, Credentialed CPRW in 2006, Writing Resumes since 2005; currently pursuing Master Resume Writer (MRW) Credential through the Resume Writers' Academy

Office: (937) 360-2184 * Fax: (877) 570-8415

Skills

Profit & Loss Management · Best Practices · B2B Strategies · Consultative Sales · Staff Management
Project Portfolio/Management · Budget Administration · Capital Projects · Client Communications
Team Leadership · Customer Relations Building · Continuous Process Improvements · Cost Reduction
Customer Retention· Margin Improvement · Account Retention · Client Satisfaction · Project Milestones

Employment History

Special Business/CRM Manager, Merriam & Assoc., Inc. | Jackson, SD, 2005-Present

- Review leads and qualify each project based upon viability and budget figures. Concentrate on building relationships with prospects while supplementing a pipeline for new-sign sales within various target (in-state) demographics in addition to those within other US territories.
- Conduct in-depth presentations to involve meeting set-up and food provisions for those attending in-house meetings; i.e. travel and procurement managers, executive-level personnel, and sometimes with prospects. Author handouts and other informational materials as needed.
- Research, developed, and directed the integration of a new customer relationship system that further established relations with customers. Fostered excellent customer relationships, which resulted in higher customer satisfaction levels along with additional sales and profits — *\$1.2M increase in 2007.*
- Supervise up to 8 team members responsible for developing, implementing, and strategizing on company-wide CRM tasks. Center efforts on increased customer satisfaction levels that generate customer loyalty along with sales and bottom-line revenue results.
- Manage every stage of the proposal process while tracking project schedules and budgets. Dictate each step to various team members including managers within the IT, product development, and corporations departments. Assess completion of proposals by holding meetings to review overall project status.
- Initiate and integrate CRM strategies on a company-wide basis. Split CRM efforts between 50% account retention and 50% new accounts, applying customer relationship management logistics across multiple departments (internal clients) and vendors/corporate accounts (external clients).

(second page of resume was purposely excluded)