

## ADMINISTRATIVE / SALES PROFESSIONAL

Well rounded, bilingual ace with ten years of experience encompassing Project and Document Management, Data Organization, Public Relations and Sales. Willing and able to serve as reliable administrative support or results-oriented sales leader. Trusted team member who's earned a reputation for being proficient, hardworking and reliable.

## QUALIFICATIONS SUMMARY

**Outstanding communications skills**... Comfortable interacting with, and persuading, people of all backgrounds.

**Highly Organized**... Expert in multi-tasking and prioritizing. Skillfully manage large projects, start to finish.

**Flexible and Adaptable**... Assimilate quickly in transitions, switching roles as needed to maintain productivity.

**Resourceful Problem Solver**... Adept in anticipating and analyzing problems, then formulating solutions.

**Computer Proficiency**... Word, Excel, QuickBooks, PowerPoint, Everest.

## PROFESSIONAL HISTORY

REAL ESTATE CONNECTION, INC, Encinitas, CA

**Sales Support** (02/07–Present)

*Performed clerical and sales duties at this multimillion-dollar marketing firm. Serviced and redirected phone calls, managed online advertising, wrote contracts. Maintained database of accounts, working closely with president of company on retaining and up-selling existing accounts.*

- Support 10 in-house and outside sales reps, IT manager and president.
- Field hundreds of phone calls daily.
- Realized over 70% retention of existing accounts, a number unheard of in lead generation field.

FINE WINERY, Temecula, CA

**Host/Wine Club Ambassador/Sales**

*Sold new memberships and serviced existing members at this winery/wine club.*

- Promoted to manage VIP service counter on weekend, heaviest traffic days, as a result of high weekday sales.
- Known for selling cases of wine to customers who intended to buy just one bottle.
- Serviced over 3,000 members.
- Executed logistics for special events of 100–200 people.
- Sold approximately \$4000 in wine and memberships every weekend.

DINE OUT, Solana Beach, CA

**Manager** (11/05–6/06)

*Coordinated delivery of food orders from fine dining establishments to residential and commercial customers. Took orders, up-selling desserts, appetizers, etc. Managed customer database, including account information. Coordinated large group lunches and dinners. Worked closely with restaurant management.*

- Coordinated 50 orders per day, approximately \$2500 in gross revenue.
- Dispatched and scheduled 10 drivers.

ACME TOOL & EQUIPMENT, San Diego, CA

**Executive Assistant/Sales** (9/03–8/05)

*Assisted outside sales department and owner with clerical, logistics and customer service needs at this automotive supply company. Coordinated trade shows, including travel arrangements, throughout Western states. Liaised with vendors, sales staff and customers. Moved into sales position when new department grew in response to revised emissions testing standards in Bay area.*

- Promoted to sales position when new department was created in response to revised emissions testing standards in Bay area.
- Sold over \$22M, approximately 3000 units, in 12-month period.
- Set appointments for outside sales team to visit garages and sell additional equipment.

NATIONAL CITY TANK AND COMPRESSOR, National City, CA

**Administrative Assistant/Sales** (6/97–9/03)

*Answered incoming calls and liaised between vendors, sales team and customers for this industrial pump supply company.*

*Performed bookkeeping, payroll and ancillary sales functions.*

- Managed \$50,000/month bookkeeping.
- Calculated and distributed \$15,000/month payroll for four employees.
- Sold to walk-in customers, preparing proposals.
- Managed largest account, a Mexico-based construction company that averaged \$20,000/month in business.