

Allyson XXXX XXXXXX

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Sales Management ~ Administration ~ Customer Support ~ Merchandising

7+ years rich experience in delivering optimal results & business value in high-growth environments. Possess keen business acumen in analyzing and understanding business requirements, customer-value maximization and developing new business processes and revenue streams. Key competencies in structuring and implementing innovative Administrative policies/procedures to generate undivided commitment & dedication among the team. Demonstrated capabilities in effecting business process improvements and implementing cost rationalization measures to enhance operational efficiency. Dynamic, & diligent with strong organizational skills, ability to multi-task & thrive in a challenging, fast-paced environment. Extensive exposure to a comprehensive range of team management activities, thrive on working in diverse teams and challenging environment. An open mind, with the ability to recognize, adjusts to change, and willingness to learn new things and new ways. Vibrant, energetic and focused with a high degree of versatility, creativity, commitment and optimism; computer literate.

PROFESSIONAL VALUE OFFERED

Business Development	Strategic Sales/Marketing	Merchandising/MIS	Relationship Management
Market Intelligence	Key Account Management	Channel Management	Training & Development
Administration/ISO	Front Office Management	Customer Support	Analytical Skills
Accounting Operations	Cash Management	Office Management	Team Leadership

CLUBS AND ORGANIZATIONS

Alpha Sigma Tau, Radford VA, 2004 – 2007

- Contributed significantly in implementing policies and rules of Radford University.
- Proactively contributed in relaying regulations set forth by the Student Government Association.
- Responsible for making presentations in front of large student body meetings.

PERFORMANCE MILESTONES

- Closely monitored sales through Book Master Systems and managing stock levels.
 - Implemented the concept of MIS reporting to update the Management on regular basis.
 - Credited for implementing ISO in various depts. and maintaining its documentations.
 - Conducted 'SWOT' analysis and utilized findings for designing customized strategies to enhance customer services.
 - Handled management of facilities/infrastructure to ensure cost effective workability.
 - Increased revenue by revamping the roofing sales program.
 - Organized various training sessions on computer systems Eplanner and Book Master to new employees.
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CAREER PROGRESSION

Executive, Barnes and Noble Booksellers INC Annapolis, MD, Since 2008

Executive, Barnes and Noble Booksellers INC, Christiansburg, VA, Aug 2007 – Dec 2007

Sales, Potomac Video, Edgewater, MD, 2003 – 2007

Assistant Secretary, Queen Anne School, Upper Marlboro, MD, 1999 – 2000

Major Areas of Responsibilities

- Accountable for monitoring a new Educational and Teaching Assistance department at a pilot store.
 - Drawn up plan to maintain ISO and Visual Merchandising standards to a Corporate standard.
 - Accomplished responsibility for receiving and handling merchandise.
 - Interfacing & coordinating with the customers and providing personal advice and experience with the merchandise to enhance sales.
 - Proactively contributed in Cashiering and suggesting merchandising.
 - Devised effective strategies, attractive schemes, discounts to enhance the sales.
 - Generated quality leads/sales through research, cold calling, and persistent follow-up.
 - Broke records in initial, referral, and repeat sales through unique quality customer service.
 - Consistently earn highest rating in customer service quality surveys.
 - Pioneer in monitoring daily operation of the administrative office and enforcing company policies.
 - Entrusted with the onus of floor maintenance, customer service and accounting functions.
 - Assumed responsibility for early morning front office set up, as well as school closing functions.
 - Responsible for making daily announcements for each classroom to include electronic version to be made available on school website.
 - Provided needed assistance to the Headmaster and the Dean of the Upper/Middle Schools/Faculty with non standard/standard office tasks.
 - Judiciously handled phone answering services, photo copying, faxes, filing, and guest check in services.
 - Creating & sustaining a dynamic environment that fosters development opportunities & motivates high performance amongst team members.
 - Pioneer in marinating case history of assets; manage customer's accounts and resolving customer's complaints.
 - Designed & developed strategies for ensuring the long-term financial viability of the organization.
 - Reviewing existing systems & procedures and designed internal controls/quality audit checks for various operational areas for achieving higher operational efficiency, resource rationalization and cost reduction.
 - Developed Vendors and negotiated with them to supply the best qualitative products on most competitive prices.
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EDUCATION

- B.S in Social Science, B.S in History, Radford University, Radford, VA – 2007
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References and Verifying Documentation Furnished upon Request