

KILEY CHURCH

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WWW: https://learn.snhu.edu/d2l/eP/presentations/presentation_preview_popup.d2l?presId=1215222

Objective

Results-driven Sales Manager with proven success in leading sales teams to achieve targets and expand market reach. Skilled in developing effective sales strategies, fostering client relationships, and identifying new business opportunities. Demonstrated ability to improve team performance through coaching and motivational techniques. Consistently enhanced revenue growth by implementing innovative sales tactics and optimizing operational processes. Outgoing student pursuing flexible remote employment with weekend and evening shift options.

Work Experience

Multi-Store Sales Manager | Premium Retail Services | 09/2022 - 10/2023

- Managed and trained 20 stores in Illinois
- Recruitment & Onboarding
- Disciplinary Actions & Off-boarding
- Sales Training & Maintaining KPIs
- Personal Sales & Customer Retention
- Loss Prevention & Fraud Protection
- I had to maintain top personal sales performance while ensuring my reps were hitting all KPIs
- I specialized in building a sales oriented team and new relationships with the Walmarts & customers as well as mending those broken from past experiences
- Clients: AT&T, Verizon & T-Mobile postpaid as well as prepaid carriers
- Partners: Walmart

Marketing Manager | Credico | 10/2020 - 08/2021

- Educated salesman on how to build brand awareness by developing an executing effective marketing strategies to meet customer needs and to maximize profit for all parties involved
- Helped with branch expansion for all clients
- Clients & Locations: AT&T internet: Chicago IL, Austin TX
- Direct TV: Chicago IL, Chattanooga TN, Austin TX
- Spectrum: Austin TX
- Assurance Wireless: Chicago IL

Customer Service Manager | Walmart | 05/2016 - 10/2020

- Coaching & Training Associates
- -breaks, time off requests, disciplinary actions
- Cash Management
- -open/close store, audits, cash transfers
- Customer Service
- -POS, conflict resolution, money center, electronics, sporting goods, grocery dept
- Loss Prevention
- -graduated Walmart academy

Multi-Store Sales Manager | OSL

- 3 stores in Chicago
- 2 stores in Naperville & Plano
- Implemented Sales Procedures
- Created Training Documents
- Team Building & Branch Expansion
- Customer Retention
- Loss Prevention & Fraud Protection
- Clients- AT&T, Verizon & Sprint postpaid as well as prepaid companies
- Partners: Walmart

Education

Southern New Hampshire University | Hooksett, NH | 05/2024

Bachelor's of Psychology : Mental Health Counseling

Illinois Eastern Community College | Southern Illinois | 05/2017

Associate of Arts And Sciences

Fairfield Community High School | Fairfield, Illinois | 05/2017

High School Diploma

Skills

- | | |
|---|--|
| • Lead Generation | • Social Media Savvy |
| • Strategic account development | • CRM Software |
| • Staff Management | • Product and service management |
| • Account Management | • Multidisciplinary team leadership |
| • Solution selling | • Fortune 500 company sales background |
| • KPI Tracking | • Promotional sales events |
| • Sales team training | • Direct Sales |
| • Profitability Optimization | • Market research, forecasting, and analysis |
| • KPI analysis | • Excellent communication skills |
| • Strategic Planning | • Risk Mitigation |
| • Territory sales management | • Prospecting skills |
| • Performance Management | • Sales Presentations |
| • Client Relationship, Vendor, Order Management | • Superb time management |
| • Exceeds sales goals | • Persuasive Negotiations |
| • Relationship Building | • Resolution-oriented |
| • Salesforce | |

Accomplishments

- I graduated college 12 days before I graduated high school!
- I have a 4.0 and I receive High Honors every semester.
- Im a mother to a compassionate and smart 4 year old!

Activities and Honors

- Membership in the Psychology Club, Law & Disorder Club, Creative Writing Club, Book Club, and the Horror Club at SNHU.
- I have started The Mom's & Dad's Club at SNHU to provide education and support to parents in

References available upon request.