# *Sales and People Manager*

Experienced in executing successful, new initiatives. An influential and innovative thinker with the ability to achieve the desired results in a fast-paced, highly competitive, multi-tasking environment.

**Areas of expertise included**

|  |  |  |
| --- | --- | --- |
| Project Management  Customer Retention  Employee Retention | Strategic Planning  Process Improvement  Team building | Operations  Managing Clients  Sales |

##### PROFESSIONAL EXPERIENCE

**Ttec - Operations Manager 06/2020 - Present**

* Partner with sales teams to establish and achieve daily and quarterly objectives, driving business growth and performance.
* Successfully improved conversion rate by 30% year-over-year through data-driven decision making and targeted optimization strategies.
* Key contributor to revenue growth by maintaining exceptionally low attrition rates, directly resulting in $450,000 in retained revenue.
* Supervise operational processes and infrastructure, identifying areas for enhancement and implementing process improvements to increase efficiency.
* Analyze sales trends and opportunities, developing strategies to optimize processes and execution.
* Collaborate with cross-functional back-office teams to ensure seamless business operations, foster a positive work environment, and uphold company values.
* Address operational concerns and monitored customer/client satisfaction, implementing corrective actions to ensure exceptional service.
* Successfully manage a large-scale program comprising over 150 agents, team leads, and support staff, driving productivity and performance.

**Vixicom LLC - Business Development & Implementation Manager 10/2018 – 03/2020**

* Created relationships with customers to identify their potential needs.
* Established and strengthened long-term customer relationships by providing constant communication and setting realistic expectations.
* Developed creative solutions to identify new customers.
* Contributed to sales innovations and strategic business development.

**FreshDirect – Training Manager 10/2016 – 09/2018**

* Maintained personnel records, ensuring all personnel met all mandated training requirements.
* Developed and implemented standard operating procedure and training materials for transportation department.
* Conducted training needs analysis to identify opportunities related to understanding company standards.
* Ensured compliance with federal and state safety regulations.
* Worked closely with Human Resources and Plant Operations management for onboarding of new hires.
* Managed company-wide communications concerning policy and process changes.

## Vixicom llc - Training Manager 06/2008 – 08/2016

* Evaluated and reported training program effectiveness, and implemented changes as needed.
* Assisted in developing and implementing operating procedures in conjunction with upper management.
* Implemented motivational programs resulting in decreasing attrition by 30%
* Developed and facilitated customer service, coaching, leadership, and communications training.
* Worked closely operations various projects for 20+ clients such as Time Warner, AT&T, and Bridgevine.

##### spoken languages

* Native Speaker: English, Spanish