

TAYLOR JORDAN

SALES MANAGER

Reliable, top-notch sales specialist with outstanding customer service skills and relationship-building strengths. Dedicated to welcoming customers and providing comprehensive service. In-depth understanding of sales strategy and merchandising techniques.

XXXX Cedar Ave Minneapolis, MN 55407 (320) 662-XXXX TaylorJordan_me@gmail.com

SKILLS

- CRM software
- Microsoft Office
- Google tools
- Customer service
- Money Transfer Systems
- Client management
- Employee Motivation and Guidance
- Sales Pipeline Management
- Value Estimation
- Contract Preparation

LANGUAGE

🇺🇸 English | C2

WORK EXPERIENCE

Sales Manager

Advance Auto Parts Minneapolis, MN 02/2024 - Current

- Built relationships with customers and community to establish long-term business growth.
- Collaborated with upper management to implement continuous improvements and exceed team goals.
- Recruited, interviewed and hired employees and implemented mentoring program to promote positive feedback and engagement.
- Achieved established KPI for my team and individual performance through teamwork and focus on customers.

Salesperson

Advance Auto Parts Minneapolis, MN 08/2022 - 02/2024

- Utilized CRM software to manage customer accounts.
- Answered on average 65 inbound calls daily, as well as completing 45 outbound calls within a 10 hour shift.
- Fostered lasting relationships with customers through effective communication and quick response, resulting in long-term loyalty and expanded client base.
- Served customers with knowledgeable, friendly support at every stage of shopping and purchasing.
- Quoted prices, credit terms and other bid specifications.
- Maintained current knowledge of evolving changes in the marketplace.
- Gained customer trust and confidence by demonstrating compelling, persuasive and composed professional demeanor.
- Helped managers with daily checklists and last-minute requirements

Salesperson

O'Reilly Auto Parts Clanton, AL 02/2018 - 03/2020

- Developed key customer relationships to increase sales.
- Answered product questions with up-to-date knowledge of sales and promotions.
- Placed orders and answered customer questions in-person, through email and over phone to maximize customer service.
- Presented products and services to prospective and existing customers to meet client needs.
- Developed customized sales techniques to successfully sell and upsell services to new and existing clients.
- Contacted new and existing customers to outline benefits of products.
- Created successful strategies to develop and expand customer sales.
- Demonstrated product features to align with customer needs.
- Adhered to company initiatives and achieved established goals.

Salesperson

Apple & Lo Boutique Clanton, AL 02/2015 - 10/2017

- Developed key customer relationships to increase sales.
- Sparked social conversations with customers to provide friendly atmosphere and smooth shopping experience.
- Placed orders and answered customer questions in-person, through email and over phone to maximize customer service.
- Arranged merchandise for display to highlight new styles, attract customers and enhance sales.
- Counted cash, made change and stored coupons to keep an organized and balanced cash register drawer.
- Acquired new customers and identified unique needs to deliver relevant products.

EDUCATION

St.Thomas Technical High School

High school Diploma Duckenfield, Jamaica 09/2009 - 06/2014