

LILY JAMES

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Sales manager with over 4+ years of experience training and supervising sales staff. Effectively plan and implementing sales strategies over my branch. Seeking to bring my proven record in team leading and in launching successful marketing campaigns to a senior management position.

SUMMARY OF QUALIFICATIONS

- Proficient in managing customer complaints and increasing sales.
- Expert in providing comprehensive workplace support in busy work environments.
- Experienced in a sales transaction, managing bank accounts, and billing.
- Expert in the use of accounting software like Excel, Peachtree, and QuickBooks.

PROFESSIONAL EXPERIENCE

Banking Sales Manager ***2015-Present*** ***XYZ Bank, Los Angeles, California***

- Maintained Excel-based database for recording customer concerns, response time for service as well as product complaints.
- Managed monthly, quarterly sales reports and documented discussions for meetings.
- Presented innovative ideas for promotional campaigns.
- Supervised customers contact processs through mail or call to inform them about the latest offers.
- Effectively handled online promotional activities for the bank organization's products.

Sales Executive ***August -December 2014*** ***ABC Bank, Los Angeles***

- Followed and implemented sales guidelines while maintaining standards across departments.
- Managed client questions and coordinated with them to identify bank account requirements.

EDUCATION

2012- 2014 State University, Los Angeles, California
Master of Business Management (MBA)
GPA-3.9/5

TECHNICAL PROFICIENCIES

MS Excel, PowerPoint and Word; Java, HTML; Social Media Networking, IBM & Mac OS

