

## Anita Job

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### SUMMARY AND ACCOMPLISHMENTS

- ✓ Seek **entry-level position in marketing**; special interests in brand management, merchandising, and marketing research.
- ✓ Four years successful experience in customer service for a range of services
- ✓ Extensive practical hands-on experience in marketing as **supervisor and team leader**
- ✓ Motivated and enthusiastic about developing good relations with clients
- ✓ Effective working alone or as a cooperative team member
- ✓ Consistently ranked in top 10% of sales representatives

### RELATED QUALIFICATIONS

#### SALES & MARKETING

- Contacted over 1000 customers to **market services and upgrade systems**
- Worked with co-workers to **develop measures** to perform at a higher quality
- Chosen as the Most Productive Representative in May of 2000
- Developed sales and marketing scripts to improve sales performance by 35%
- Sold promotional products to over 400 current credit card holders
- Chosen Representative of the Month in March of 2001

#### LEADERSHIP & CUSTOMER RELATIONS

- Worked with and coached sales associates to improve sales and customer service results
- Functioned as mentor for 22 current and new associates
- Successfully handled face to face and customer service needs
- **Trained new associates** resulting in a 15% increase in customer relations

### EDUCATION

**Bachelor of Business Administration: Marketing** December 2006

East Tennessee State University, Johnson City, Tennessee

Accreditation: Association to Advance Collegiate Schools of Business

**GPA: 3.752**

**Honors:** Dean's List, Fall 2005-present Susan B. Harris Scholarship, 2006-2009  
Beta Gamma Sigma, 2009-present Honors Scholar, 2005-present

### EXPERIENCE

**Server/Bartender** March 2003-Present

Cheddar's Casual Café, Johnson City, Tennessee

**Supervisor/Sales Representative** January 2001-December 2002

Dial America Marketing, Johnson City, Tennessee

**Sales Representative** January 1998-August 2000

(TSR), The Faneuil Group, Johnson City, Tennessee

### PROFESSIONAL SKILLS:

Software: Windows XP, Microsoft Access, Excel, Word, PowerPoint

Training: American Marketing Association Professional Certification  
Managing Global Workforce Change

Languages: Fluent in Spanish

### AFFILIATIONS

Member, American Marketing Association, 2005-present

Volunteer, Northside Hospital and Haven of Mercy Soup Kitchen, 2006-present