

PROFESSIONAL EXPERIENCE:

Berkshire Hathaway HomeServices York Simpson Underwood November 2014-Present
Licensed Broker, GRI, ABR®, e-PRO®, SRS

- Provide comprehensive guidance to clients throughout the sale/purchase process, from first consultation to closing
- Liaison with numerous parties in transactions, including buyers/sellers, attorneys, inspectors, mortgage brokers, and third-party vendors; adept at managing multiple transactions at one time
- Negotiate contracts with competing agents; propose and implement solutions when issues or conflicts arise
- Manage incoming referrals and prioritize based on immediate needs; actively maintain several referral sources
- Generate detailed data analysis reports for clients and prospects, based on application of extensive market research and expertise
- Integrate use of digital technology in all aspects of client service, including DocuSign Transaction Rooms, HomeSpotter, zipForm, SentriSmart, and Paragon
- Collaborate with relocation department to provide intensive service for out-of-town clients

LensCrafters

Sales Associate

October 2018-Present

- Review prescriptions, formulate product recommendations, and educate customers regarding appropriate options
- Collaborate with managers and lab technicians to provide fast solutions for challenging prescriptions and repair issues
- Utilize applications, including Ciao, Accufit, and Lens Simulator, in order to ascertain and satisfy customers' needs and effectively drive sales

Pottery Barn

Design Studio Associate

July 2012-October 2018

- Provided creative and unique design plans to customers based on evaluation of individual needs
- Created and implemented a new process for customer pricing estimates, which improved store sales
- Regularly exceeded company sales goals
- Trained numerous new employees for various roles in the company

Operations Manager, Design Studio Manager

May 2012-July 2014

- Innovated a comprehensive plan for reorganization of large stock room and supervised 12 employees in execution of plan
- Developed a new method for processing inventory efficiently

- Conducted detailed weekly audits of cash handling and safety procedures, inventory and shipping records, and special order documentation
- Developed a training course to educate employees on new product rollout
- Directed extensive annual store inventory process
- Managed a team of designers, with the focus on lead conversion, scheduling efficiencies, and inventory coordination.
- Interviewed, hired, and trained store employees for all store positions
- Provided sales leadership for the highest volume store in the district

Barnes and Noble

Digital Sales Lead, Music Manager, Head Cashier

June 2007-May 2012

- As first Digital Sales Lead, led store to highest volume of digital sales in the district
- Established overall digital sales strategy and trained store employees on implantation
- Became self-taught expert on digital reading device; conducted regular in-store training classes for customer use
- Evaluated and repaired hardware and software problems for in-store customers
- Managed two music department product inventories

Wake County Board of Elections

Poll Worker, Team Leader

October-November 2008, 2016

- Trained new poll workers on use of voter database
- Provided database troubleshooting and general technical support
- Processed computerized voter applications, ballots and registration forms

EDUCATION:

Campbell University, Divinity School

August 2003-May 2007

Master of Divinity with Languages, Biblical Studies

Campbell University

August 2000-May 2003

Bachelor of Arts in Religion, summa cum laude