

**Nerissa G. McCloud-Pearcy**  
(205) 123-4567  
nmcloud@email.com  
5547 Magnolia Drive West, Birmingham, AL 35005

## Profile

Results-driven Sales Manager with 14+ years' experience of increasing responsibility in service industries. Self-motivated, continuous learner who cultivates an atmosphere of excellence and service for customers and staff. Proven ability to increase sales revenue and mentor others to do the same.

## Professional Experience

### **Hotel Sales Manager, Hotel Indigo Birmingham Five Points South, Birmingham, AL**

*August 2016 – Present*

### **Hotel Sales Manager Trainee, Hotel Indigo Birmingham Five Points South, Birmingham, AL**

*January 2013 – July 2016*

- Built new account-based sales and marketing strategy that generated \$2M in new business
- Meeting with clients and account reps from Online Travel Associations
- Answering proposal requests from tourism bureaus
- Maintaining and updating key account information and activities in the CRM

### **Assistant Branch Manager, Hertz Car Rental, Birmingham, AL**

*January 2007 – November 2012*

### **Branch Manager Trainee, Hertz Car Rental, Birmingham, AL**

*January 2006 – January 2007*

- Managed day-to-day branch functions in a 150-car store
- Greeted customers and processed vehicle rentals with upsells in 25% of transactions
- Cultivated professional relationships to grow B2B sales by 10%
- Increased operating profit from \$125 to \$175 per vehicle
- Supervised and mentored 15 management trainees

### **Independent Beauty Consultant, Mary Kay Cosmetics**

*January 2008 – December 2013*

- Demonstrated and sold beauty products to customers
- Introduced business opportunity and answered inquiries about products to prospective and current clients
- Engaged in self-development and motivation training

## Education

### **Associate of Arts in Liberal Arts**

*FAULKNER UNIVERSITY Birmingham, AL, August 2003 – December 2005*

## Key Skills

- Strategic planning
- Strong communication skills
- Motivation and collaboration
- Customer service