

Nerissa G. McCloud-Pearcy

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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.

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

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 2007 – November 2012

- 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