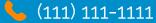


Katrina Smith

엽 City, State Zip



smithka.ready@yahoo.com

Overview of Qualifications

- Result-oriented accomplished professional with 8+ years of experience in sales and marketing.
- Expert at all aspects of growing sales and exceeding projected revenue figures.
- Experienced in coordinating, supervising and training employees, ensuring high efficiency.
- Effective in customer service, process improvement, and contract negotiations.
- Versatile and proactive problem solver with excellent communication skills.
- Highly adaptable to ever changing circumstances when engaging any project business plans within a fast-paced and demanding environment.

Major accomplishments

- Received Multiple Top Sales Awards for exceeding sales targets Interim Physicians, LLC.
- Reached total year-to-date revenue of \$4,600,294 (November 2014) Interim Physicians, LLC.
- Reached total year-to-date revenue of \$3,500,000 (December 2013) Interim Physicians, LLC.
- Reached total year-to-date revenue of \$2,978,294 (December 2012) Interim Physicians, LLC.
- Reached total year-to-date revenue of \$2,677,240 (December 2011) Interim Physicians, LLC.
- Exceeded monthly sales goal by 200% through initiating effective sales programs D&Y

Professional experience

Interim Physicians, LLC, Greater St. Louis Area, MO-IL Senior Sales Director • Apr 2008 – Nov 2014

- Identified new business opportunities by analyzing market conditions and sales options.
- Developed and implemented new sales strategies and development plans.



- Coordinated and supervised management staff to ensure high operations efficiency.
- Maintained quality service by establishing and enforcing company standards.
- Established, maintained, and promoted relationships with industry executives, clinics representatives, medical groups, solo practitioners, etc.

D&Y. Huntsville. AL

Staffing Coordinator • Apr 2007 – Apr 2008

- Exceeded sales goal during the first year of employment, consequently earning the highest ranking in customer service surveys.
- Exceeded monthly sales goal by 200% through initiating effective sales programs.
- Coordinated and addressed complex physician requests that resulted in increased sales and customer satisfaction rate.
- Provided guidance in placing providers in appropriate assignments with business clients.
- Coordinated availability of recruited physicians with the needed locum tenens work assignments of clients, ensuring that physicians had appropriate assignments and clients' need were met.

Yellow Book, Huntsville, AL

Media Consultant - Outside Sales Account Representative · Aug 2006 - Apr 2007

- Generated and developed new customer accounts to increase revenue; prospected and developed new business relationships.
- Maintained, reviewed, managed, and expanded new accounts.
- Developed and implemented marketing plans and initiatives resulting in revenue increase.
- Created and implemented policies and procedures related to sales advertising.
- Penetrated all targeted accounts and radiated sales from within client base.

Allied Waste, Huntsville, AL Sales Coordinator • Jul 2004 – Aug 2006

- Identified leads; acquired and managed new prospects (commercial and industrial businesses).
- Maintained and retained existing customers within the assigned market area.
- Developed and implemented client service program, expanding and growing new accounts.
- Completed all Customer Service Agreements; maintained prospect management tool reports.
- Served government contractors and other commercial agreements.



DIRECTV, Huntsville, AL Customer Service Lead • Apr 2002 – Jun 2004

- Provided guidance and support to customer service staff to ensure customer satisfaction.
- Improved customer service quality by re-designing processes; monitored and analyzed service metrics and monitoring results.
- Maximized customer operational performance by providing necessary assistance.
- Ensured timely processing of customer orders; resolved customer disputes and problems.
- Identified system and workflow improvements to enhance operations efficiency.

Education

Name of the Educational Establishment, City, State **Degree** • Graduation Date

Name of the Educational Establishment, City, State **Degree** • Graduation Date

Skills & proficiencies

- MS Office Suite
- Organizational Leadership
- Analytical Thinking
- Planning & Prioritizing

- Multi-Tasking
- Decision Making
- Flexibility
- Interpersonal Skills

References

References are available upon request.