**JAMES SMITH**

 Schofield Barracks, HI (999) 999-9999 jamessmith@gmail.com

**CUSTOMER RELATIONS | MARKETING | SALES**

Initiative and detail-oriented program and project facilitator, experienced in product showcasing, market research, multi-platform design, life-cycle portfolio management, and process improvement. Recognized ability to source and build support networks, extending influence beyond scopes, while cross-coordinating services, projects, programs, and resources. Strong interpersonal communication and relations skills accomplished in forging business relationships, while aligning social media marketing, training, and support operations.

**PROFESSIONAL EXPERIENCE**

**Lead Bartender** | Old Chicago |2016 – Present

Cross-trained and managed a multi-functional team of food service employees. Oversaw all orders, cashier operations, product inventory, bank drops, and daily close-out reports. Interacted directly with diverse, often difficult, clientele to provide excellent customer service in a high-stress/ high-volume environment.

* Forged business relationships with suppliers and customers, while managing sales, promotional events, and products.
* Planned, scheduled, and managed grand openings and special events.
* Practiced 5S initiatives, streamlining inventory, storage, and logistics-based operations; updated procedures and increase efficiency.
* Ensured compliance with U.S. Food and Drug Administration (FDA) regulations, other regulatory requirements, company policies, operating procedures, processes, and task assignments. Managed compliance with sanitation, safety, fire, and security regulations.

**Sales Executive** | Comcast |2013 - 2016

Orchestrated trend analysis, marketplace development outreach, and marketing campaigns, supporting and aligning purchasing, and materials management. Directed administrative management of sales data, customer objectives, communication response, synchronization, sample, and expense reporting. Implemented, commissioned and conducted continuous process optimization, evaluating customer and employee experience, sales specifications, and tolerances to ensure compliance with customer and organizational criteria.

* Effectively utilized resources, educational programs and marketing initiatives, resulting in maximum ROI.
* Supported customer service, marketed new businesses and created partnerships, increasing sales by 30%.
* Drove business growth, negotiating and signing contracts, while maintaining existing business accounts.

**Sales Representative** | Comcast |2011 – 2012

Orchestrated multiple internal and external department projects within the controls, business partnership, compliance, corporate marketing and administrative sales disciplines; oversaw tenant communication and files, while synchronizing specifications, transactions and agreements. Supported administrative management of sales data, customer objectives, communication responses, synchronization, sample, and expense reporting. Performed customer training, product recommendation, and cross- coordinating, while aligning customer needs.

**Radar Technician** | United States Navy | 2006 – 2011

Led and cross-trained a team of four specialized technicians in conducting preventative and corrective maintenance on AN/SPY-1A Phased Array RADAR. First-line supervisor for 20 technicians within the Combat Systems Department; executed the division’s schedules, maximizing equipment for operational readiness and critical system repairs. Coordinated installation of system upgrades and oversaw the ship’s primary offensive and defensive weapon system. Performed quality assurance checks, preventative maintenance, generated schedules, and distributed manpower, while prioritizing work load. Conducted loop testing of all installed project devices to include pressure /differential pressure switches, radar, and ultrasonic level transmitters, conductivity meters, ensuring proper logging/documentation and preventing damage to vital equipment.

**EDUCATION AND CERTIFICATIONS**

**Bachelor’s in arts Degree** | Community College of the Airforce | 2019

*Graduated with honors (3.62 GPA)*