

### **TALENT STATEMENT**

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My talents indicate a strong relationship-focused, personal-contact and self-motivated approach to performance. Flexibility, optimism and effective communication guide my decision-making, contribution and impact. I connect easily, meaningfully and professionally with people. My strong bottom line focus and creative responses to a constantly changing and challenging environment is how I impact customer loyalty and company results.

### **PRIMARY PERFORMANCE TALENTS (natural abilities):**

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- Achievement and results focused (Winner)
- Flexible and responsive (Adapter, Listener)
- Connects easily with others (Relator, Caregiver)
- High energy and positive outlook (Entertainer)

### **SIGNIFICANT EXPERIENCE** (presented to show the measureable value and impact of talents in the workplace):

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#### **Holt Hardware – Hardware Specialist**

**2006 until Present**

- Developed new retail layouts based on customer communications, needs, and changes to buying habits. This resulted in a 5% increase in new product sales each quarter for 5 consecutive quarters.
- Developed and implemented new product launches based on customer survey information. Introduced three new products; two continue to be the company's top performing products to date.
- Invented, created and presented in store training to help other employees better respond to customer issues with practical and successful solutions. Trained 10 employees in three levels of service education.
- Invented, created and implemented *SuperThursdays* power selling program to bring in new customers. Increased customer store traffic by 10% over a six-month period.

#### **Henderson Hardware – Retail employee**

**2003 to 2006**

- Created monthly promotions and advertising for high margin products. Improved the company's margin on each of 5 key products by a minimum of 2%
- Created customer survey process. Increased the number of customers participating in the survey process by 60%. Used the information gathered in the survey to make service improvements.
- Focused on specialty hardware applications. Developed specialty hardware department that increased company sales by 3% in 2005 and 5% in 2006.
- Taught hardware applications to contractors. Trained 34 contractors in 10 months.

### **SIGNIFICANT SKILLS** (learned abilities):

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- Strong telephone and face-to-face sales skills.
- Time management, planning and organization.
- Retail layout, product merchandising and organization.
- Proficient with markup, discounting and markdown calculations.
- Product ordering, receiving and storage.
- Strong business writing including proposals and education programs
- Proficient with Microsoft Windows, Adobe Photoshop and all Mac applications
- Speaks Spanish and working knowledge of French

### **EDUCATION and ACCOMPLISHMENTS**

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Danielson College, Lafayette, TN, graduated cum laude with BA in English 2002.

Senior Class President, Captain of Football team, Beta Beta Psi member.

Received national customer service award 2005 and Holt's highest performer 2006 and 2007.