

RELATIONSHIP MANAGER

BUSINESS DEVELOPMENT | CUSTOMER RELATIONS | ACCOUNT MANAGEMENT

Dynamic and results-driven professional specializing in client development and account management. Expertise in building immediate rapport, cultivating new opportunities, and maintaining client relationships. Adept at responding, resolving, and following up on critical client issues to ensure complete satisfaction. Successful track record of maximizing workflow and consistently exceeding customer expectations. Quick learner and proficient multitasker with the ability to learn diverse skill sets, identify areas for improvement, and optimize results.

**Business Development, Productivity & Efficiency, Change Management, Client Management
Strategic Planning, Training & Development, Customer Service Management, Reporting
Quality Assurance, Collaboration & Teamwork, Microsoft Office Suite, Outlook, Citrix, Netsuite**

PROFESSIONAL EXPERIENCE

Gibson Brands, Inc.

July 2017 to Present

RELATIONSHIP MANAGER

Develop and nurture key accounts, engage with customers to understand their needs and generate referrals for authorized Gibson dealers. Successfully partner with Business Development and Credit departments to ensure dealer needs are fulfilled.

- Collaborate with senior managers to develop clear and concise communications with respects to incidents, problems, and change management as needed.
- Plan, conduct, and execute yearly order plans, build trusted relationships with staff and leadership team within the organization, and manage and maintain records and accounts.

Bluegrass Yacht and Country Club

May 2015 to July 2017

FIRST ASSISTANT GOLF PROFESSIONAL

Charged with delivering hospitality to members and guests in golf operations, golf shop, and outside services while maintaining high standards to quality and service. Managed, oversaw, and coordinated the execution of all member and non-member golf tournaments and assisted with the maintenance, display, and purchasing of Golf Shop inventory.

- Led the development and implementation of women and junior programs including tournaments, clinics and camps, leagues and other instructional opportunities.
- Recognized for sport expertise and was tapped to instruct and coordinate individual golf lessons, clinics, and camps.
- Oversaw planning and execution of all Men's, Women's and junior golf tournaments, leagues and camps.
- Created bi-weekly schedules and an entire handbook of policies, procedures and expectations for staff.

United Record Pressing

May 2014 to October 2015

PRODUCTION COORDINATOR

Functioned as liaison between clients and production staff to ensure quality, efficiency, and clear communication throughout vinyl manufacturing process.

- Spearheaded and initiated sales, processed orders, monitored artwork production, generated invoices, secured payments, and maintained customer data files on Excel spreadsheets.
- Acted as product knowledge go-to person, fielding general inquiries regarding the production process while providing cost estimates and lead-time quotes to prospective and current clients.
- Played key role in production oversight for 150+ customers; initiated sales, generated invoices, processed payments, and provided updates to clients, plant supervisors, and production staff to ensure high quality and service.

Country Music Hall of Fame & Museum

April 2011 to May 2014

GUEST RELATIONS LOGISTICS SUPERVISOR

Directed organization and served as the Front of House Manager for all concerts/events at the Hall of Fame theaters. Successfully managed 2 separate theater staffs and communicated directly with staffing agencies to hire temporary staff for special events as needed.

- Coordinated and processed timecards/payroll and created monthly "special events" reports to effectively track hourly wages.
- Communicated and implemented policy and protocol for staff and proactively coached team on attitude and first-class customer service.

EDUCATION

Bachelor of Science, Music Business/Entrepreneurship; Middle Tennessee State University

Associate of Arts, Music Education; Walters' State Community College