

COMBINATION RESUME

Judy Rogers
xxx St. George Ave #xx
Alameda, CA xxxxx
(111) 111-1111

Objective: Sales/Marketing Position

Highlights of Qualifications

Over 15 years professional experience with the public.
Personable and persuasive in communicating creatively with thousands of customers from all cultures and economic levels.
Proven skill in persevering to solve customers problems.
Self-motivated and confident in making independent decisions.
Very well organized and able to meet deadlines.

Relevant Experience

Sales & Marketing

Made direct presentations to retail store owners and buyers, marketing Christmas ornaments and gift items imported from the Philippines.
Co-hosted sales seminars for potential real estate partnership investors.
Oriented customers by answering questions regarding project details.
Followed up by phone to verify their commitment to invest in the partnership.
Canvassed by cold calling for contributions to a nonprofit organization.
Consistently surpassed sales quotas in retail clothing and houseware departments.
Do-led voter drive and personally persuaded 2000 citizens to sign the petition in support of placing a community improvement initiative on the ballot.

Organization & Customer Service

Resolved wide range of customer problems, applying diplomacy and assertiveness to delivery delays, fee and budget problems, property management decisions, airline emergencies and in-flight problems, and culture/communication barriers.
Organized the logistics of speaking engagements and investment seminars: location - catering - seating - literature - speakers - travel.
Maintained extensive financial records regarding individual and corporate clients.
Successfully collected thousands of dollars in overdue or unbilled fees by thoroughly auditing billing records and persevering in telephone collection follow-ups.

Employment History

1985 - present Office Manager/Bookkeeper United States Navy, San Francisco

1983 - 85 Office Manager/Bookkeeper Grothe & Associates, San Francisco (Real Estate Limited Partnerships, NonProfit organization, author/lecturer)

1980 - 81* Philippine Import Sales Self-employed, selling to Bay Area stores

1978 - 80* Neo-Life Vitamin Sales Self-employed, selling to flight attendants *part time, concurrent with airline employment

1971 - 83 International Flight Attendant Transamerica Airline, Oakland

Education

B.A., Speech/Theatre Arts - University of California, Santa Barbara

Z: <http://www.works.state.mo.us>