

Sarah Beth Sullivan

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An outstanding performer with a proven track record in customer service and management. A team leader with extensive project management experience and advanced communication skills. A reliable trainer and organized administrator who can lead a team toward a common goal. A competitive, organized, and reliable professional committed to enabling continuous improvement in the team and business.

SKILLS AND COMPETENCIES

- Event Planning
 - Scheduling and Budgeting
 - Resource Allocation
 - Business Administration
 - Microsoft Office Suite
 - Advanced Communication
 - Teambuilding & Cooperation
 - Relationship Management
 - Client Acquisition & Retention
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PROFESSIONAL EXPERIENCE

2 Birds Events, Saint Petersburg, FL. 02/2019 – 12/2019

Project Manager

- Collaborated with a team to create large scale event installations.
- Communicated with clients to ensure seamless installation. Supervised event logistics.
- Developed strong relationships with wholesale vendors. Negotiated contracts.
- Oversaw supply orders, managed production schedule and forecasted weekly event needs.
- Trained new employees. Implemented client retention and acquisition administration.
- Supported day-to-day business needs through creative problem-solving and identifying key areas of opportunity.

Everything But The House, Atlanta, GA

01/2017 – 06/2018

General Manager

- Promoted to oversee a higher-grossing market.
- Reported financials. Analyzed financial data to exceed monthly sales and healthy labor goals.
- Managed budget on monthly, quarterly, and yearly basis. Implemented new processes and improved all KPIs.
- Responsible for all inventory management and procuring consignment inventory while adhering to quality standards.
- Led operations and sales team of more than 15 employees. Oversaw multiple sales exceeding \$200,000.
- Trained new employees throughout the country.
- Led with a focus on business values to complete successful projects.

Everything But The House, Tampa, FL

04/2015 – 01/2017

Project Manager

- Prepared estate for property sale.
- Established credibility with existing team members in a struggling market through hands-on coaching.
- Outlined clear expectations with the sales team and opened new lines of communication.
- Established new processes to increase efficiency and attained the first commission in three months.
- Handled all customer escalations, overturned objections and resolved conflicts.
- Cultivated relationships with vendors to facilitate flawless service.
- Assisted in training new employees. Streamlined customer pickup services. Beta-tested new model for VIP clients.

Nordstrom, Nashville, TN

07/2012 – 12/2013

Business Manager for Nars Cosmetics

- Exceeded counter sales goals in a commissioned environment. Maintained excellent customer service.
 - Developed strong customer relationships to ensure repeat business.
 - Planned sales projections and goals. Supervised sales associates.
 - Coached employees and created schedules. Maintained relationships with account executives.
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EDUCATION

Bachelor of Science – Belmont University, Nashville, TN