

Carrie Hill

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Objective

Sales Associate/Customer Service Position

Summary

Enthusiastic sales associate with a proven track record of customer satisfaction and increased sales. I am an ambitious and self-motivated worker. I have experience in home and garden retail and real estate sales. I am an energetic and innovative leader with twenty years experience in the transportation industry, specializing in safety, and with progressive roles and responsibilities. I have ten years experience in sales and marketing. Solid background in team development, staffing, performance management, employee development, safety training design and implementation, coordination and compliance, and problem solving skills. Proven track record in strategies that foster team work, employee development and continuous improvement.

Employment History

2009-present **Noah's Bagels, Lafayette, CA**

Sales/Management

- Open/close, prep stock
- Manage crew up to 12 per shift
- Certified in baking NOAH's award winning bagels
- Prepare bank deposits
- Design marketing ideas to increase sales
- Customer service and problem solving skills outstanding
- Work well under pressure with a positive attitude

2008 **Keenan Heinz Company, Really Cool Stuff for the Home and Garden, Lafayette/Concord, CA**
Sales Associate and Design Specialist

- Sales
- Customer service/personal design
- Inventory
- Pricing
- Organize displays
- Launch opening of second location in October of 2008

2008-present **Diably Realty, Walnut Creek, CA**

2006-present **Prudential California Realty, Danville, CA**

Realtor, Independent Contractor

- Develop and implement a monthly marketing program. Position required many hours of training in residential Real Estate.
- Short sales, foreclosures and bank real estate owned (REO) in the Contra Costa, Alameda and Solano Counties.
- Develop and successfully execute a community web blog for the Danville Prudential California Realty office. As the lead, I was responsible for networking, team building, selling the website as a community communication tool.
- Organize comprehensive comparable market analysis for clients. Review the home selling and home buying process with potential clients.
- Negotiate listing contracts with clients. Ensure that appropriate disclosures and reports are completed.

- Negotiate purchase contracts with clients. Review disclosures and reports with clients.
- Market listings through advertising (MLS, Internet, print ads), conduct open houses, broker tours and business/personal networks.
- Weekly/daily communication with active clients.
- Travel frequently, preview listings, client showings.

1995-2006 **Federal Express, Oakland, CA**

Operations Manager

- Manage a direct team of forty people. Responsible for on-time package sorting and loading for worldwide trucking and flight departures.
- Direct Safety Manager. Responsible for 2,000 employees' safety. Responsible for new hire orientation, continuous improvement activities and enforcement of safety procedures.
- CPR Certified to train employees to be certified.
- Staffing, employee relations, human resource development.
- Develop and execute improvement plans for an efficient and productive work environment.
- Facilitate the implementation of new shipping services.
- Develop and execute improvement plans and procedures for hub teams.
- Provide on-going training to develop individuals and teams: Technical, safety, individual, and team development.
- Ensure that employees follow safety procedures and maintain work area documentation according to company standards and FAA requirements.
- Experience with OSHA compliance.

1995-1998 **Material Operator & SCIT Member**

- Operate ground service equipment for the Federal Express aircraft.
- Safety Continuous Improvement Team (SCIT) – Team Leader, responsible for leading the team meetings, respond to safety issues, concerns and injuries.
- Develop and implement corrective action plans.

1987-1995 **The Toner Store/Advanced Office Equipment, Concord, CA**

Sales and Marketing Representative

- Sales, purchasing and marketing for a small company.
- Involved in the merger of Minolta and Ricoh dealership, which gave the company revenue from sales, services and supplies.

1978-1986 **United Parcel Service**

Courier

Education and Licenses

- Diablo Valley College
- Dowling College of New York
- State of California Department of Real Estate (license #01780755)
- Contra Costa Association of Realtors
- Solano County Association of Realtors
- California Association of Realtors

References available upon request.