

DIAMANTE BLAKE

Senior Sales Manager

✉ d.blake@email.com

☎ (123) 456-7890

📍 Seattle, WA

🌐 [LinkedIn](#)

EDUCATION

Bachelor of Arts

Business Administration

University of Washington

📅 2002 - 2006

📍 Seattle, WA

WORK EXPERIENCE

Senior Sales Manager

Splitit

📅 2018 - current

📍 Seattle, WA

- Crafted and delivered presentations to land new customers, **generating over \$1.4M in revenue**
- Implemented training to ensure effective workflow throughout the contract lifecycle, unifying sales support approaches and improving employee satisfaction rates by 43%
- Collaborated with 6+ departments, including marketing, to share information and boost sales
- Championed contract management and negotiation to increase overall sales by 3%

Sales Manager

Green Street

📅 2014 - 2018

📍 Seattle, WA

- Developed sales commission and incentive plans, **increasing sales by 16%, employee retention by 47%, and customer service quality by 29%**
- Managed Salesforce to improve business relationships and increase profit by 23%
- Evaluated sales and marketing staff performance, ensuring all staff met 100% of targets
- Improved sales revenue by 16%, landing an average of 6 clients per year
- Expanded product, service, pricing, and education by attending 13+ sales conferences per year

Customer Support Specialist

BentoBox

📅 2006 - 2014

📍 Seattle, WA

- Provided information to customers within 1 minute regarding order status and general inquiries
- Processed 34+ daily customer orders and returns according to department policies
- Maintained precise case documentation to **keep product and service records accurate, increasing case accessibility and efficiency by 18%**

SKILLS

- Negotiation
- Leadership & Mentoring
- Identifying Sales Trends
- Salesforce
- Power BI
- HubSpot