

SUSAN (Suzie) SCHUENEMANN

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ENTREPRENEURIAL SALES REPRESENTATIVE

**High Energy Business Developer, B2B Sales Leader, Top Revenue Producer
Excellent Sales Closer & Customer Focused**

CAREER SUMMARY:

Dynamic Sales Representative and consistent top producer with an exceptional 15 (+) year record of increasing sales, revenue, and account profitability. Skilled in building customer trust, developing new accounts, creating new revenue streams, and achieving year-over-year sales growth. Proficient using MS Word, Excel, Outlook and GoldMine.

PROFESSIONAL EXPERIENCE:

ACCOUNT EXECUTIVE / SALES REPRESENTATIVE

(2000 - Present)

Sierra Office Supply & Printing - Sacramento, CA

Produce as much as \$1.2 million in annual sales volume marketing business office supplies, commercial printing, digital copy services, office furniture, promotional marketing materials, and interior and exterior signage to local and regional companies throughout a large Sacramento and Central Valley territory.

- Set the benchmark as an Account Executive; one of the company's Top Sales Producers for 13 consecutive years; and maintain profit margins averaging 30%.
- Conceive and execute business development strategies responsible for creating as many as 100 accounts using creative prospecting, cold calling, client networking, self-sourced leads, and B2B consultative sales techniques. Praised by the owner for being the "best at new business development."
- Develop and manage many of the company's most valuable accounts including more than 60 law firms, many of them among the Sacramento area's top firms. Succeed in growing sales with existing accounts by delivering superior customer service and cultivate a continuous pipeline of new revenue opportunities using best sales practices.
- Cultivate trust and respect with key client money decision-makers; conduct on-going customer needs assessments; and identify products and services that promote customer value.
- Retain accounts in a marketplace impacted by numerous business closings and lead efforts to expand the company's market share against tough competition from *Office Depot, OfficeMax*, and big box retail stores.

SALES REPRESENTATIVE

(1997 - 2000)

Give Something Back - Oakland, CA

Successfully opened a new Sacramento branch for a Bay Area office supply company and generated monthly sales of as much as \$100,000.

- Launched programs to develop new accounts and successfully positioned the company as an excellent choice for business office supplies.
- Exceeded expectations across all sales, revenue, and profit margin categories and commended for being a Top Producer each year.

EDUCATION AND TRAINING:

ASSOCIATES DEGREE PROGRAM – HUMAN SERVICES MAJOR

American River College – Sacramento, CA *(completed 60+ units toward BA degree)*

- Fifteen (+) years of on-the-job sales, marketing, and account management.

Suzie Schuenemann

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PROFESSIONAL SUMMARY

In my career I strive to excel in customer service, problem solving and developing long term relationships with both the customer and management.

Enthusiastic, dependable and personable individual with over 40 years of experience delivering amazing customer service. Background in a variety of restaurant settings. Looking for a bartending position at Thunder Valley's spring/summer concert series events.

SKILLS

- Outgoing and friendly
- Top organizational skills
- Food safety knowledge
- POS system knowledge
- Multi-tasking skills
- Math proficiency
- Excellent communication ability
- Positive attitude
- Helpful and caring
- Ability to memorize

EXPERIENCE

Wait Staff

CA Fat's – Sacramento, CA | January 1994 - January 1998

- Calculated check amounts and split checks when parties requested separate checks.
- Used the point of sale, or POS, system to place orders and print checks.
- Completed all side work after completion of dining service.
- Completed an entire food service and training course when hired as a restaurant server.
- Delivered outstanding customer service by serving food and drinks to guests.
- Demonstrated responsible alcohol serving practices by checking guest identification and ensuring that guests were not over served.
- Effectively maintained a clean working environment during shift.
- Ensured all meals served to patrons met quality standards.
- Helped resolve guest problems by remaining positive, friendly and respectful.
- Increased check average amount by working to upsell various food and drink items to patrons.
- Memorized an extensive menu of food items, drinks and all ingredients.
- Practiced safe food handling procedures by washing hands regularly and using gloves when preparing salads or desserts.

- Effectively maintained a clean working environment during shift.
- Ensured all meals served to patrons met quality standards.
- Helped resolve guest problems by remaining positive, friendly and respectful.
- Practiced safe food handling procedures by washing hands regularly and using gloves when preparing salads or desserts.

Waitress

Anna Miller's Pie Shop – Sacramento, California | January 1972 - January 1974

- Calculated check amounts and split checks when parties requested separate checks.
- Completed all side work after completion of dining service.
- Effectively maintained a clean working environment during shift.
- Ensured all meals served to patrons met quality standards.
- Helped resolve guest problems by remaining positive, friendly and respectful.
- Practiced safe food handling procedures by washing hands regularly and using gloves when preparing salads or desserts.

EDUCATION

60+ Units

American River College... | Sacramento, CA