

DONNELL J. DORSEY

P: 4437417297 | donnelldorsey171@gmail.com | Location: Relocating to Northeastern, US

PROFESSIONAL SUMMARY

Experienced sales professional eager to lend combined knowledge and skills to enhance business performance. Operates well in both individual and team capacities, leveraging seasoned work ethic to quickly adapt to different processes and drive company objectives. Currently seeking opportunities as an Account Manager, Account Executive, or a higher level Sales role.

WORK EXPERIENCE

UNITED RENTALS

Charlotte, NC

Business Development Representative

2023 –

- Managed a portfolio of 1500+ business accounts; providing timely support for complex customer issues, updating sensitive information, building business relationships, owning full sales-cycles, and strategic planning for account development.
- Collaborated with cross-functional teams such as marketing, sales, operations and finance to meet customer needs and in turn increased district revenue by over 100% within one year of launch.
- Utilized internal contract management software to write and negotiate contracts with businesses and government entities spending an upwards of \$100,000.

MUSIC & ARTS

Winston Salem, NC

Senior Sales Representative

2023 – 2024

- Identified prospective clients within the local school district and community organizations for strategic sales outreach efforts resulting in new supplier partnerships with 67 of the 80 public schools and colleges in the surrounding counties.
- Managed customer relationships through regular contact via promotional emails, phone calls, and in-person visits.
- Participated in monthly meetings to generate ideas for new product offerings, lesson schedules, in-store merchandising, and coaching opportunities for junior team members.

JCPENNEY

Winston Salem, NC

Customer Service Representative

2018 – 2020

- Investigated and researched customer issues to determine root causes, appropriate resolution methods as per company policy, and implemented new resolution protocols to reduce customer complaints.
- Enhanced customer information accuracy by conducting weekly database reviews and updating reports daily to create
- Developed strong customer relationships and loyalty through consistent communication, especially with rewards members and credit card holders.

ALDO

Baltimore, MD

Sales Lead

2016 – 2018

- Assisted in the management of an in-store team of Sales Associates, providing coaching and guidance to maximize individual and team success, especially in revenue goals.
- Analyzed the effectiveness of quarterly promotions in collaboration with the regional sales team; identified multiple high-impact strategies that contributed to a measurable increase in sales within a 15 store region.
- Created detailed reports on sales metrics, including monthly performance reviews for management using various internal software & Microsoft Office.

EDUCATION & CERTIFICATIONS

WINSTON-SALEM STATE UNIVERSITY

Winston Salem, NC

Bachelor of Arts

Graduated

Major in Music; Minor in Psychology

GOOGLE CAREER CERTIFICATES

Business Intelligence Certificate, 2024

SKILLS

- **Professional:** Account Management, Contract Writing, Database Management, Customer Service, Marketing, Market Analysis, B2B/B2C sales, Negotiation, & Data Entry
- **Technical:** Google Workspace, Microsoft 365/Office, Cisco, Workday, Adobe Suite, Tableau, VA Software; Zoom, Google Meet, Calendly, Hubstaff, & Salesforce