

Azalais Coombes

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Summary/Skills

Bilingual English-Spanish Sales Account Manager who exceeds sales projections. Passionate with delivering outstanding customer service. Well-versed in product offerings. Proven track record of achieving profit goals at the highest level. Developing key growth sales strategies hitting annual targets, building relationships and understanding customer trends.

- Microsoft Office
- Sage Pro Plus
- Certificate of Origin - International Export
- Adobe Creative Suite

Education

FIDM/Fashion Institute of Design & Merchandising - Los Angeles, CA
Associate of Arts, Major: Graphic Design Branding Grad date: 6/11

Experience

Street Level Strategy Campaigns Pasadena, CA (July 2022/ Present)
California Department of Public Health

Customer Service

Key duties included:

- Work from home; making high volume outbound cold calls promoting and booking Covid-19 vaccines
- Obtain and record medical information pertaining to Covid-19 vaccinations.

Swift Home & Living Los Angeles, CA (Feb. 2020/ Feb. 2021)
Manufacturer & wholesaler of home soft furnishings

Key Account & Office Manager

Key duties included:

- Opened and worked closely with eCommerce vendors for our product
- Managed brand website and Excel documents containing full line of products & descriptions for eCommerce.

The Frozen Bean Rancho Cucamonga, CA (Nov. 2019/ Feb. 2020)
Manufacturer of specialty desserts and beverages

Inside Sales/ Account Manager

Key duties included:

- Aggressively generated leads and closed new accounts.
- Performed market assessments, competitor analyses, pricing strategies to maximize sales potential.

Made Goods City of Industry, CA (Mar. 2018/ Mar. 2019)
Luxury home décor wholesale company

International Account Manager

Key duties included:

- In charge of a \$5MM territory consisting of high end furniture stores, interior decorators and international distributors.
- Developed and maintained client relations through follow up and interaction with clients and sales reps.
- Gathered exporting codes and product info to create Certificate of Origin to present to chamber of commerce with commercial invoice.
- Resolved product or service problems by clarifying the customer's complaint; determining the cause of the problem; to then select and explain a solution; expedited corrections or adjustments; followed up to ensure resolution.

Charles Garnier Paris Los Angeles, CA (June 2012/ Mar. 2018)
High-end sterling silver jewelry manufacturer

Customer Service Rep June 2012/ July 2013

Regional Sales Account Manager July 2013/ March 2018

Key duties include:

- Exceeded sales projection by 28% and increased total customer base 30% totaling to 600 customers nationwide B2B base.
- Developed relationships with key accounts and assisted designers in private labels.
- Daily meetings with each department to review sales and production.
- Trained, coached and managed 5 outside sales reps to have a full understanding of the line.
- Coordinated and set up display with sales team and traveled to 10 trade shows per year nationwide
- Scheduled sales follow up and cold calls two hours daily by phone, email and visiting clients.
- Brainstorm and developed marketing strategies and sales incentives for clients and employees
- Launched new products to new and existing buyers presenting all the details, reaching a customer base.