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| **Erin Capps**  **4722 Tahiti Dr Akron OH 44319**  **330.715.2421 |** [erincapps916@gmail.com](mailto:erincapps916@gmail.com)  [Find me on LinkedIn](http://www.linkedin.com/profile/view?id=99657188&authType=NAME_SEARCH&authToken=_WZ2&locale=en_US&srchid=40630381393273161813&srchindex=1&srchtotal=18&trk=vsrp_people_res_name&trkInfo=VSRPsearchId%253A40630381393273161813%252CVSRPtargetId%253A99657188%252CVSRPcmpt%253Aprimary)  **PROFESSIONAL SUMMARY**  *Professional business person that excels with sales, communication and organizational skills. Highly experienced working with clients while exceeding company standards.* |  |

**PROFESSIONAL EXPERIENCE**

**HUNTINGTON NATIONAL BANK - PRIVATE BANK – Retirement Plan Services**

**Business Analyst Senior** Akron- OH 9/2019-Present

* SalesForce, MAX Regional Champion, analyze, correct and train on the software.
* Create new colleague onboarding and training.
* Client experience team.
* Marketing for Sales.
* Work with the Leadership team create and implement operational procedures.
* Client and employee retention

**KANDEL TRANSPORT,** Tallmadge, OH 1/2018 – 6/2019

**Onboarding Manager of Operations**

• Recruite drivers.

• Develop and implement training program.

• Work with IT to recreate website and all other forms of media and advertising.

**•** Creating proper communication channels between departments.

• Problem solving and working with customers, sales and entertaining customers.

• Created structure within the company and implemented the flow of communications.

**GROUP MANAGEMENT SERVICES** Richfield, OH 4/2014 – 12/2017

**Sales Representative**

* Prospect, Network, Business to Business Sales, Understand the needs of prospects and deliver solutions to them on why they should partner with GMS. Maintain my client base and build relationships with them, sell the referrals they give me.
* Take potential Sales candidates out for pre-hire ride along days.
* Closing ratio on deals 6% higher than company average, doing so by exceeding daily requirements. Learn Salesforce and understand how to use it for the sales process.
* Hit monthly and yearly quota, making the sales incentive trips.
* Sold and managed clients.

**OPTIMAL FUSION** | Los Angeles, CA 10/2012 – 4/2014

**Affiliate Manager**

* Manage accounts to make sure they monetize their business to their ultimate capacity.
* Prospect, work trade show, Multi-media Marketing, Sales and trend analysis.
* Predict consumer wants and needs, Develop product campaigns, Create Strategies.
* Coordinate advertisers and consumers to ensure maximum client satisfaction.
* Skilled in leveraging the power of blogs, online communities, and social media platforms to increase brand awareness and boost brand loyalty, SEO optimization expert adept at creating highly-targeted web content that drives inbound traffic.
* Contributing writer for Weekly Sauce, an Optimal Fusion website. Responsible for composing articles for weekly publishing.

**YMCA |** Green, OH 09/2010 -10/2012

**Customer Service**

* Manage and prospect clients
* Open and close the facility
* Customer care

**Education - WALSH UNIVERSITY B.A. Corporate Communications Degree 12/2020**