

JACK YOUNG

Beverage Sales Manager

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☎ (123) 456-7890

📍 Reno, NV

🌐 [LinkedIn](#)

EDUCATION

Bachelor of Science

Hospitality Management

University of Nevada, Las Vegas

📅 2012 - 2016

📍 Las Vegas, NV

SKILLS

- Microsoft Dynamics 365
- Square POS
- NetSuite
- QlikView
- Mailchimp
- Shopify
- SAP SCM
- Domo
- Microsoft Teams
- QuickBooks

WORK EXPERIENCE

Beverage Sales Manager

Grand Sierra Resort and Casino

📅 2022 - current

📍 Reno, NV

- Championed the use of Shopify to sell branded beverage merchandise online, **generating an additional \$25.8K in revenue in the first six months of launch**
- Expanded customer reach by implementing Mailchimp for targeted email campaigns, growing repeat customer visits by an average of 359 per month
- Systematized beverage sales tracking with NetSuite, reducing stock shortages by 22% over eight months
- Upgraded point-of-sale systems with Square POS, reducing transaction processing times by 11 seconds per sale and thus giving quicker service to over 1,208 customers per week

Field Sales Representative

Wynn Resorts

📅 2019 - 2022

📍 Las Vegas, NV

- Surged sales forecasting accuracy by 23% through data analytics with Domo, enabling better resource allocation and inventory management
- Coordinated weekly sales meetings using Microsoft Teams, cutting meeting time by two hours and enhancing collaboration across four regional teams
- Analyzed customer feedback using QlikView, uncovering product preferences and **gaining three new sales bundles that drove \$89,064 in upsell opportunities**
- Created visual sales reports with Power BI, aiding decisions that expanded market share by 31 new clients within three months

Customer Service Representative

Zappos

📅 2016 - 2019

📍 Las Vegas, NV

- Processed over 651 monthly customer service requests, garnering an average 8.8/10 customer satisfaction score within a competitive, fast-paced environment
- Used SAP SCM to optimize inventory management for returns, reducing processing time by 14 hours per month and enhancing stock accuracy by 18%
- Organized training sessions on QuickBooks for processing refunds, reducing processing errors and saving the department \$3,826 per month
- Automated follow-up procedures through Microsoft Dynamics 365, **increasing successful resolutions by 68% within 24 hours of inquiry**