

# MONICA WOODRUFF

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## Summary

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Accomplished and results-driven sales professional offers 10+ years of leadership and management experience as an integral part of fast-paced sales teams. Strategic thinker and proactive problem solver with expertise in consultative selling and sales management.

## Skills

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- Strong interpersonal skills
- Team building expertise
- Proven sales track record
- Strong deal closer
- Upselling and consultative selling
- Relationship selling
- Product training and placement
- Customer-oriented
- Strong communicator
- Skilled multi-tasker

## Experience

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**Store Manager** Nov 2014  
**Rooms To Go Furniture Store** – Round Rock, TX  
Opened a new store location and assisted in training new staff.  
Effectively communicated with team members to maintain clearly defined expectations.  
Developed rapport with the customer base by handling difficult issues with professionalism.  
Addressed negative customer feedback immediately.  
Reorganized the sales floor to meet company demands.  
Trained staff to deliver outstanding customer service.  
Addressed and corrected sales staff communication issues in a tactful and effective manner.

**Mail Carrier** Jul 2013 to Jul 2014  
**USPS** – Austin, TX  
Completed a daily pre-trip inspection checklist before first delivery of the day.  
Established long-term customer relationships through prompt and courteous service.  
Met and surpassed productivity targets and quality standards.  
Obtained signatures needed to complete and process all paperwork in a timely manner.  
Handled merchandise in accordance with product handling standards.

**Assistant Store Manager/Store Manager** Aug 2006 to Jul 2013  
**Best Buy** – Pflugerville, TX  
Worked closely with the district manager to formulate and build the store brand.  
Contributed to merchandising ideas at team sale meetings.  
Addressed and corrected sales staff communication issues in a tactful and effective manner.  
Analyzed marketing information and translated it into strategic plans.  
Trained staff to deliver outstanding customer service.  
Determined staff promotions and demotions, and terminated employees when necessary.

## Education and Training

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Associate of Arts, Business Management  
Tarlenton State

## Activities and Honors

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USA- Honorable discharge in 1997