

# ELLEN MURPHY

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## QUALIFICATIONS PROFILE

- Highly qualified **Manager, Salesperson and Trainer** with experience in successful sales and management of technical and telecommunications environments.
- Broad knowledge and skill providing sales and motivational training to students of diverse age and cultural backgrounds.
- Excellent organizational, interpersonal, and communication skills with the flexibility and experience required to adjust to rapidly changing schedules and frequently shifting priorities.
- Versed in presenting training in a wide variety of environments with skills adjusting sales training to meet business objectives.
- Skilled communicator and project manager, able to handle multiple tasks effectively, even when operating in fast-paced, high-pressure settings.
- Skilled event planner and newsletter editor.
- Proficient teaching skills, able to foster positive educational and training environments conducive to rapid learning. Excellent public speaking, marketing and public relations skills.
- Excellent ambassador for community involvement, networking.

## EDUCATIONAL BACKGROUND

### **Bachelor of Science Degree in Political Science and Sociology**

UNIVERSITY OF TENNESSEE—Knoxville, Tennessee

### **21 Hours of Coursework in Guidance and Counseling toward a Masters Degree in Education**

UNIVERSITY OF MEMPHIS—Memphis, Tennessee

### **Certified Master All Breed Pet Groomer**

### **Certified Basic Obedience Trainer, K-9**

### **Certified Massage Therapist, K-9**

FLORIDA ACADEMY OF PET GROOMING-Pace, Florida

### **OWNER, Hot Dawgs In Paradise, LLC**

Professional Pet Pampering

[www.hotdawgsinparadise.com](http://www.hotdawgsinparadise.com)

## PROFESSIONAL EXPERIENCE

SPRINT (NEXTEL) – Mobile, Alabama

### **Indirect Dealer Manager (6/2005 to 9/2007)**

Responsible for recruitment and training of new authorized representatives to re-sell Nextel products and services in the Mississippi/Alabama Gulf Coast market. Responsible for managing and growing existing Authorized

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## PROFESSIONAL EXPERIENCE CONTINUED

Representatives in the same territory. . Responsible for the overall operation of day to day activity with specified dealer assignments. Represent the company for customer issues/complaint resolution. Ensure supply of dealer collateral/paperwork. Communicate promotions/changes in bonus, commissions, rate plans, credit/activations processes, fulfillment issues and other items as assigned by General Manager. Serve as company expert on rate plans, coverage area, product knowledge/pricing, features, etc. Assist as needed with other sales team members ride alongs, presentations and closing calls. Monitor funnel activity, gross activations, rate plan revenues, deactivations, and FTE productivity, making recommendations where appropriate. Be aware of the current dealer contracts and related exhibits and ensure dealer compliance.

TELETOUCH COMMUNICATIONS – Mobile, Alabama and Memphis, Tennessee 10/1998 to 11/2004  
**Cellular Products Manager (3/2003 to 11/2004)**

Provide oversight of cellular services and applications in all Teletouch markets throughout the Southeast. Ensure that all stores are adequately staffed and that all employees are properly trained. Evaluate and respond to cash flow requirements, payroll issues, and customer service demands. Perform audits to quantify loss prevention, assess customer service, analyze revenue driving issues, and implement corporate operational standards. Responsible for handling customer service issues that are not resolved by the store manager. Work closely with the corporate office to implement procedures and policies regarding a wide array of issues ranging from computer systems to product marketing. Train associates on the store's point of sale system. Provide training to groups of employees covering a wide range of issues including inventory, interviewing and hiring, paperwork, progressive discipline, performance reviews, as well as presentation and training skills.

- ◆ Developed a reputation for exceptional staff motivation skills, with the ability to train and impart knowledge in a meaningful and effective manner.

### **Regional General Manager – Gulf Coast (4/2000 to 3/2003)**

Promoted to General Manager overseeing the daily operations for the Gulf Coast Market including Southern Mississippi, Alabama, and the panhandle of Florida. Daily interactions with local staff, customers, vendors, other General Managers, and Corporate Executive staff. Ensure the smooth operation of the company while providing supervision of 30 employees including recruiting, hiring, orientation, scheduling, training, and reviews. Developed, implemented, monitored and evaluated sales and marketing plans. Maintained high standards of service while ensuring that customer service quality was unsurpassed. Performed a wide range of managerial and administrative tasks including hiring, training, bookkeeping, financial reporting, payroll, inventory management, scheduling, budgeting, and invoice entry and tracking. Developed and enforced company policies, procedures, and standards. Maintained working relationships with vendors. Interact continually with customers, assistant managers, and employees.

- ◆ Increased annual sales by developing new sales ideas for increasing profits.
- ◆ Participated in the successful training of sales people and worked closely with highly motivated employees in order to potentially bring them up to supervisory levels.

## PROFESSIONAL EXPERIENCE CONTINUED

- ◆ Consistently received maximum annual bonus for exceeding performance and budgetary goals.

### **Sales Representative** (10/1998 to 4/2000)

Provided a wide range of wireless technology solutions including products, equipment, and accessories. Utilized a variety of methods for generating leads including cold calls, direct mail, advertising, referrals, prospecting, and business-to-business networking. Developed and maintained long-term professional relationships with customers by understanding their specific business requirements and providing timely and cost-effective solutions.

- ◆ Retained major accounts in a highly competitive market through excellent customer relationship management and service.

SUPERIOR SIGNS/ATM CENTRAL – Memphis, Tennessee

1995 to 1998

### **Manager and Sales Representative**

Worked directly with the owner of the company to increase sales of signs and banners. Participated in the establishment and growth of new company which provided ATM machines to small businesses.

- ◆ Utilized a pro-active sales approach to promote sign sales and ATMs at the same time.

BEEPERS PLUS – Memphis, Tennessee

1991 to 1995

### **Sales Manager – Direct and Retail Sales**

Responsible for providing strategic sales management and supervisory oversight of in-house technical sales professionals. Designed and provided sales and product training for all sales staff. Established a new retail department while supervising existing direct sales department. Performed a wide range of technical sales management tasks including team supervision, pre-sales planning, resource management, scheduling, budgeting, forecasting, and sales summary reporting.

- ◆ Built from the ground up, a successful retail division for Beepers Plus.
- ◆ Established and maintained one of the largest and most profitable customer bases for Beepers Plus.