

KEN ATWOOD

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EXECUTIVE PROFILE

- Dynamic Leader experienced in driving sales results, training & supervising Client Advisors, managing merchandise, and leading daily store operations.
- Proven to exceeding individual KPI goals, by ensuring the highest level of customer service and quality of sales.
- Dedicated to attracting new clients by being a brand ambassador through community networking.

PROFESSIONAL EXPERIENCE

2021-2023

Accounts Payable Specialist

ATLANTA, GA

HEALTHCARE STAFFING INC.

- Receive and circulate accounts payable invoices and related documents for approval
 - Process invoices in SAP, accurately and timely
 - Review and verify Vendor Statements as needed
 - Management of pending approved accounts payable
 - Set up of new vendors ensuring completeness and timeliness of vendor set ups
 - Identify and resolve any discrepancies between purchase orders and invoices
 - Maintain 1099 vendor files for accuracy and up to date W9's for tax reporting and complete year end activities required for 1099 filing compliance
 - Prepare and process weekly vendor payments
 - Enforce company policies and practices around AP and related approval process
- Specialist

2019-2021

Operations Coordinator & Sales Lead

New York, NY

Tiffany & Co.

- Led and supported sales and operations to meet and/or exceed sales and profitability targets
- Developed a climate of service excellence and led team to deliver extraordinary client experiences
- Achieved sales plans and drove lifetime loyalty by cultivating client relationships
- Identified business opportunities and achieved or exceeded monthly, quarterly, and annual store sales plan
- Demonstrated sales leadership by playing an active role on the sales floor and managing client relationships
- Elevated the in-store experience by consistently delivering memorable moments
- Optimized hospitality and store amenities to create unique experiences
- Prevented over \$85K in loss by recovering misplaced inventory before LVMH acquisition
- Assessed capabilities and built robust development plans to grow talent at all levels and assist career growth
- Utilized performance management processes to improve team engagement and performance

2017-2019
New York, NY
Hotel Indigo

Operations Manager

- Spearheaded a pricing restructure by redirecting focus on consumer willingness to pay instead of product cost
- Implemented a three-tiered pricing model, increasing average sales by 35% and our profit margin by 12%
- Increased customer satisfaction ratings from 3 to 8, with 10 being the highest, through formal customer service training program for staff, increasing guest patronage by 32%
- Instituted monthly performance reviews to identify issues and increase customer satisfaction ratings

2012-2017
Austin, TX
Golds Gym

Sales Manager

- Grew market penetration and sales figures by leveraging supplier relationships and personally overseeing negotiations, resulting in 11% revenue increase
- Targeted new markets and increased sales 9% through proactive sales and negotiation techniques
- Elevated and hired talent to ensure a winning sales team while mentoring, motivating, and managing staff
- Supported all sales goals and identified all performance sales indicators to drive membership growth
- Earned business via referrals, corporate lead generation, territory outreach, telephone inquiries, sales follow up
- Generated sales through monthly promotions and outbound events; followed up on all prospective leads
- Developed corporate partnerships and led sales presentations to prospective groups
- Collaborated with team members in driving new member sales

EDUCATION

Master of Business Administration in Business Management: Texas A&M University Central Texas, in progress

- Bachelor of Science Criminal Justice, Minor in Psychology: Texas A&M University Central Texas

CORE COMPETENCIES

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| • Customer Support | • Collaborative Teamwork |
| • Technical Troubleshooting | • Issue Resolution |
| • Communication | • Positive Customer Experiences |
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