

# JAYLA CRUMP

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## EDUCATION

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**Indiana University Northwest**  
*Bachelor of Science, Psychology*

**Gary, IN**  
*May 2020*

## WORK EXPERIENCE

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### **Momar, Inc**

*Outside Sales Representative (Hybrid)*

**Charleston, SC**

*September 2023 - Present*

- Conducted effective product presentations and demonstrations, contributing to product awareness and market share
- Collaborated with cross-functional teams to address customer needs promptly and enhance overall customer satisfaction
- Implemented personalized communication strategies to understand and fulfill customer needs, fostering lasting relationships and enhancing overall customer loyalty

### **Worldwide Express**

*Account Manager*

**Fishers, IN**

*July 2022 - August 2023*

- Cultivated and sustained strong relationships with high-value customers
- Conducted thorough data collection across various platforms to compile reports utilized in strategic planning and to gain valuable insights into customer behaviors and preferences
- Assisted in meeting company sales goals with upselling services to current book of business as well as continually bringing in new business
- Served as the main point of contact for all companies to provide support through their shipping processes

*Account Executive*

*September 2021 - July 2022*

- Developed and maintained understanding of businesses to ensure the appropriate services align with the goals of the organization
- Provided comprehensive after-sales support, spanning from implementation to post-implementation review
- Responsible for generating new leads, determining if they are viable prospects, presenting solutions, and gaining their business

### **Stacks Bar & Grill**

*Server/Hostess*

**Valparaiso, IN**

*January 2020 - August 2021*

- Memorized over 40 menu items with rotating specials in order to give customized recommendations to guests
- Proficiently utilized POS terminals to input orders, efficiently split bills, and accurately calculate totals, ensuring smooth and streamlined transactions
- Provided a welcoming reception to new and returning customers, cultivating lasting relationships and fostering customer loyalty

### **Regional Mental Health Center**

*Internship Student*

**Merrillville, IN**

*January 2019 - May 2020*

- Eagerly showcased enthusiasm and effective communication skills while maintaining a continuous commitment to learning and personal growth on a daily basis
- Gathered, modeled, and presented data to senior staff for informed decision-making
- Conducted clinical interviews with residents addressing mental health concerns and exploring personal trauma experiences

## ACTIVITIES

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### **Women's College Basketball**

*Indiana University Northwest*

**Gary, IN**

*May 2016 - April 2020*

- Earned All-Tournament Team Award 2018
- Earned Redhawk Award 2016
  - Recognized for exceptional collaborative efforts, fostering a positive team environment, and consistently going above and beyond in contributing to team success

### **Volunteer Work**

*The Food Bank of Northwest Indiana*

**Merrillville, IN**

*April 2021*

- Coordinated and executed timely deliveries of food pantry items to senior citizens and individuals with physical disabilities