**Jane Austin**

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**Profile Summary:**

Motivated, personable business professional with multiple college degrees and a successful 13-year track record of profitable small business ownership. Talent for quickly mastering technology -- recently completed Microsoft Office Suite certificate course. Diplomatic and tactful with professionals and nonprofessionals at all levels. Accustomed to handling sensitive, confidential records. Demonstrated history of producing accurate, timely reports meeting stringent HMO and insurance guidelines.

**Key Skills:**

* Twelve years successful experience in direct sales of a range of products and services.
* Extensive practical hands-on experience as co-owner and manager of a small business.
* Motivated and enthusiastic about developing good relations with clients.
* Effective working alone or as a cooperative team member.
* Professional in appearance and presentation.

**Relevant Skills**

*SALES & NEW ACCOUNT DEVELOPMENT*

* Increased a small publication's advertising revenue through market research and promotion.
* Developed new distribution outlets for a special-interest magazine in Northern California.
* Made cold calls and follow-up visits to retail outlets throughout the region.
* Organized detailed route books and financial recordkeeping.
* Successfully increased readership by more than 40 percent over a two-year period.

*CUSTOMER RELATIONS*

* Coordinated product information and distribution for 75 field representatives and major accounts.
* Promoted giftware products at trade shows throughout the region.
* Handled face-to-face contacts with new and established customers.
* Oversaw the production of advertising and its placement in major trade publications.

*ADVERTISING, MARKETING, DISTRIBUTION*

* Organized and styled merchandise for effective presentation in a 20-page giftware catalog.
* Kept accurate, current computer records of inventory, international suppliers, brokers, shippers, etc.
* Handled all aspects of order taking and processing.

*COMMUNICATION: REPORTS/PRESENTATIONS/TECHNOLOGY*

* Prepared complex reports ensuring full compliance with agency requirements and tight deadlines.
* Authored professional correspondence to customers and vendors.
* Conducted small-group sessions on how to effectively market products to customers.
* Rapidly learn and master varied computer programs; recently completed Microsoft Office Suite certificate course

**Employment History**

**Sales Coordinator** May 2001 to present

Jana Imports, Oakland, CA

**Distribution Coordinator** May 2008 to 2010

De Ja Vu Publishing Co, San Rafael, CA

**Medical Sales** June 2005 to May 2008

Super Pharmaceuticals

**Education**

**Bachelors of Arts, Writing**  June 2008

Harvard University, Boston