

JILLEN L. DEVRIES

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PROFESSIONAL SUMMARY

Dynamic and driven Sales Specialist with over 20 years of leadership experience in marketing, account management, and client retention. Analytical and creative problem-solver with exceptional organizational skills and an ability to effectively prioritize competing demands. A relationship-focused leader with excellent written, verbal, and interpersonal communication skills. Self-motivated with experience working from a home office while meeting strict deadlines, under pressure, with minimal supervision.

CORE COMPETENCIES

Growth Strategy | Account Management | Business Development | Consultative Sales | Relationship Management
Cross-Functional Collaboration | Contract Development | Data Entry & Analysis | Database Management | Strategic Planning
Process Improvement | Project Management | Customer Relations | Training & Development | Quality Control

PROFESSIONAL EXPERIENCE

Corporate Reprint Sales Coordinator(Partially Remote)

1998 - 2019

BNP Media | Troy, MI

- Directed sales operations of editorial reprints for 41 B2B publications serving distinct and diverse industry markets
- Executed sales processes focused on customer service, client satisfaction, and project management
- Designed and implemented a client database to efficiently manage contracts, quotes, purchase orders, and reports
- Served as a Strategic Advisor and Subject Matter Expert on reprint processes, policies, and procedures for coworkers
- Created forms and standard operating procedures (SOPs) to enhance sales and maximize employee performance
- Exceeded targeted revenue objectives by introducing and executing reprint processes to optimize division workflows
- Boosted the number of quotes and purchase orders processed by streamlining and revitalizing the reprint process
- Leveraged marketing expertise to drive business growth, cultivate prospective leads, and close sales
- Targeted new clients through digital and print marketing campaigns, including letters, flyers, and house advertisements
- Partnered with publishers, editors, and art directors to create reprints according to strict client specifications and guidelines
- Analyzed workflows, identified gaps in productivity, and implemented continuous process improvements
- Cultivated and fostered key relationships and rapport with clients, team members, executives, and stakeholders
- Maximized customer satisfaction by responding to inquiries within 24 hours to create loyal clients and increase retention

EDUCATION

Bachelor of Science: Business Administration

Michigan Technological University | Houghton, MI

- International Business Certification

TECHNICAL SKILLS

Microsoft Office Suite | Word | Excel | Outlook | PowerPoint | Access | Adobe Acrobat | Windows | MacOS | iOS