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SALLY KAY SNOW

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# Objective

A position in the health and beauty field, with an emphasis on proving excellent client relations as well as performing sales and office management duties

# profile

* Over ten years of experience and excellence providing service to a variety of clients, with a passionate approach to promoting products and services in a healthy, holistic, and balanced lifestyle.
* Excellent phone and interpersonal skills; ability to quickly establish a relationship with clients and identify their individual needs in order to match them with the appropriate care and resources.
* Able to convey information regarding new sales techniques with creativity and sincerity, and consistently winning new business.
* Organized, detail-oriented, and committed to promoting an efficient workflow system which enhances the overall office environment.

# selected accomplishments

**Communication & Client Relations**

* Welcomed clients at the “The Center for Massage and Healing” as well as scheduled appointments for a variety of therapies including facials, salt scrubs, massage, sauna, herbal wraps, and use of the hot tub.
* Performed daily office duties at the “The Center for Massage and Healing”, including office administrative duties, and conferring with other health professionals regarding the needs of clients.
* Acted as the primary contact for “Gulf of Mexico Adventures” clients, responding to a high volume of calls, scheduling travel packages, and performing invoicing.
* Provided daily contact with outside contractors in order to discuss sales and marketing strategies, maintain and improve quality, and find ways to generate additional business for The Center for Massage and Healing and for Gulf of Mexico Adventures.

**Sales & Marketing**

* Top sales producer for trips at Gulf of Mexico Adventures, consistently increasing sales revenue each year.
* Provided results of studies of competitors in order to analyze market pricing. Consulted with Gulf Of Mexico Adventures president, presented findings to marketing group, and recommended improvements to annual catalog.
* Developed new business through rewards programs, mailings, cold calling, and referrals from previous clients of The Center for Massage and Healing.

**Management & Administration**

* Supervised and trained the “The Center for Massage and Healing” support staff, oversaw departmental operations, and delegated tasks to ensure timeliness and accuracy.
* Checked chemicals and pH balance at the “The Center for Massage and Healing” facilities to ensure proper levels for client safety and comfort.
* Coordinated planning of hundreds of international adventure travel packages, servicing up to 15 Gulf of Mexico Adventure clients per trip.

# work history

**Gulf of Mexico Adventures** Houston, TX

*Gulf Operations Manager* 1999 – Present

**The Center For Massage And Healing** Houston, TX

*Front Desk Manager* 1996 – 1999

# Education & training

**Texas School of Massage** Houston, TX

*C.M.T. (Certified Massage Therapist)* 2003

**Texas State University** Houston TX

*B.A. of Arts degree* 1999

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