
CIARA M WILKES

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Sales Leadership | Business Development | Contract Management | Customer Satisfaction

PROFESSIONAL SUMMARY

Accomplished, driven, and educated professional with 12+ years of extensive administrative and management experience in a variety of industries. Leveraging vast project planning and development expertise with state-of-the-art administrative strategies for organizational growth and sustainability through outstanding customer service, sales operation management, growth strategies development, strategic implementation of business development plans, marketing campaigns development, market research, and nurturing client relationships. Expert in utilizing out-of-box techniques to analyze and identify potential key clients, grow client base, and close new business opportunities. Skilled at communicating ideas and presenting results to superior managements, collaborating and working in a cross-functional business team and building business relationships that foster client satisfaction and retention.

SKILLS AND HIGHLIGHTS

- Microsoft Office Suites
 - Program Development
 - Social Media Marketing
 - Payroll
 - Scheduling
 - Recruiting
 - Proposal Writing
 - Oral Presentations
 - Outreach Coordination
 - Planning and Executing Projects
 - Salesforce
 - Oracle
 - Negotiation
 - Planograms
 - Inventory Management
 - Team Building and Development
 - Analyzing Sales Data
 - Tracking Key Metrics
 - Building End Caps
 - Creating Displays
 - Forecasting Trends
 - Adobe Creative Suites
 - Analytical Skills
 - Interpersonal Skills
 - Communication Skills
 - Detail Oriented
 - Computer Competency
 - Problem-Solving
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PROFESSIONAL EXPERIENCE

BRAND AMBASSADOR

MEDIA STAR PROMOTIONS | 11/2019 – 03/2020

- Launched new nicotine products within the Atlanta market at participating retail locations
- Captured and submitted consumer's information through monitored engagement devices

OWNER AND OPERATOR

THE LILY PAD DAY SPA | 05/2017 – 08/2019

- Developed a streamlined process to reduce overhead expenses for the location
- Corresponded with Office Manager on updates regarding daily operations and demands for the business
- Hand selected vendors and oversaw the phases of development

ADMINISTRATIVE SERVICE MANAGER

SRA INTERNATIONAL | 10/2013 – 07/2015

- Opened SRA's first Georgia Affordable Care Act-Enrollment Assistance Center under a five-year federal contract with minimal guidance while acquiring Project Management skills
- Led a proposal team for the recruitment and retention segment of the Affordable Care Act under SRA International's federal grant
- Conducted effective and accurate payroll, scheduling and outreach events for the Georgia location
- Handled human resources at local level including training, developing and performance management while utilizing Workday Human Capital Management software
- Budget assessments
- Conducted interviews with federal and state coalition members, non-profit organizations, politicians and media outlets to continue partnerships to further educate and enroll the uninsured population
- Doubled the Atlanta's enrollment numbers within 90 days
- Trained and managed fourteen temporary sub-contract employees

FINANCE MANAGER

USA DISCOUNTERS | 06/2007– 10/2011

- Trained new associate in financial analyzing and fine jewelry selling techniques which yielded a seven-million-dollar store volume
- Surpassed \$2M in financial sales resulting in promotion to Fine Jewelry Finance Manager
- Maintained steady clientele by consistency of follow-up appointments and excellent accounting and financial analyzing

OTHER EXPERIENCE

Student

Azure Tide Realty | 06/2019 -12/2019

Fine Jewelry Manager

Macy's | 10/2015 - 02/2017

Merchandise Manager

Burlington Coat Factory | 10/2011 - 09/2013

VOLUNTARY

- Volunteer Art Teacher- The Sunshine House Early Learning Academy-2019-Present
 - National Chairperson-Recruiting and Retention- SRA International-2015
 - Fashion Editor- The Saber Newspaper- 2009-2010
 - Member of the Associated College Press- 2009-2010
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EDUCATION

Business Administration and Management

Columbus State University

PROFESSIONAL TRAINING

- Human Resources
- Program Management
- Sharepoint
- Sales and Leadership
- Gemology and Jewelry Repair