

OLIVIA GRANT

✉ olivia.grant@email.com

☎ (412) 555-0115

📍 Pittsburgh, PA

🌐 linkedin.com/in/oliviagrانت

SKILLS

- B2B Sales
- Negotiation
- Coaching
- Customer Service
- Excel
- PowerPoint
- Microsoft Office
- CRM
- Presentation Skills
- Communication Skills

SUMMARY

Sales lead with 5 years in B2B sales, the last 2 leading a 6-rep inside sales team at an office furniture dealer. Coaches reps on discovery and negotiation, runs Excel pipeline reporting and still closes key accounts, with strong presentation skills, CRM discipline and steady customer service after the sale.

EXPERIENCE

Sales Lead

Allegheny Office Interiors • Pittsburgh, PA

02/2024 - Present

Lead a 6-rep inside sales team selling office furniture and installation to regional businesses.

- Lead **6** inside sales reps to 112% of a \$4.2M team target in 2025, the highest result among 4 regional teams.
- Coach reps in weekly call reviews on discovery questions and negotiation; average deal size rose 14% in a year.
- Build Excel pipeline, forecast and win-rate reports for the sales manager every Monday, covering 300+ open deals.
- Present quotes and floor plans to facility managers in PowerPoint, closing 38 accounts over \$25K.

Account Representative

Three Rivers Business Supply • Pittsburgh, PA

06/2021 - 01/2024

Inside sales and account management for small and midsize business customers.

- Managed 140 small business accounts and grew their annual revenue from \$610K to \$890K through reorders and upsells.
- Negotiated pricing renewals with 35 accounts each year while holding gross margin at 28% against online competitors.
- Generated 20 qualified leads a month through outbound calls and email outreach to offices in western Pennsylvania.
- Tracked every call, quote and follow-up in the CRM, with Microsoft Office templates for proposals.

EDUCATION

Bachelor of Arts

University of Pittsburgh • Pittsburgh, PA • 05/2021

Communication