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Sylvia Lanzl

7646 184 Street Surrey, BC |C: 604.816.7616 |s.lanzl@hotmail.com

Professional Experience

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| **Sharp’s Audio Visual**, Calgary, Ab.  **Regional – Inside Sales Representative - AB** | 12/2013 – May/2014 |

Reporting to the Branch Manager, the Inside Sales Representative preforms a variety of duties such as but not

limited to:   
• Generating sales orders through outbound sales calls in a defined territory, ultimately reaching or exceeding your monthly quota  
• Cold/warm calling current/prospective customers, educating them about product lines and providing product advice  
• Responding to new or current client’s phone or e-mail inquiries assisting in product selection, negotiating price, researching/resolving questions  
• General inquiries for box shipments and order confirmations,  
• Maintain all client contact information is Sales Logix  
• Prepare written quotations  
• Manage urgent client phone calls  
• Share in developing/maintaining new/current business relationships; identifying and growing potential sources of business

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| **Sharp’s Audio Visual**, Calgary, Ab.  **Administrative Executive Assistant** | 10/2012 – 12/2013 |

Reporting to the HR Manager, this position has accountability and responsibility for assisting our corporate departments, and the Calgary Branch in the administrative tasks.

This included but not limited to assist Executives as directed:

* Be it travel, leadership retreats, event booking and organizing meals for events.
* Reconciliations of Executive teams expenses. The ability to handle highly sensitive information with discretion and integrity.
* Performing reception duties: by answering the multi-line phone and assisting walk-in clients. Sorting invoices for outgoing mail also organizing incoming mail & courier deliveries
* Assisting our sales team, to connect faster and with correct information from bidding sites and email queries.
* Working with the CFO to streamline the account setups, so that we can make sure all accounts are legit before we do business with them. Set up accounts so that all depts. then have correct information at their disposal.
* Overseeing, monitoring and making local reoccurring expenditures [making sure we are always saving money]; stationary, coffee room, janitorial supplies; receiving ALL inter office correspondence.
* Maintaining a calm and pleasant attitude with ability to adapt to frequent interruptions & still completing tasks in a timely manner. Customer Service: for vendors, customers or staff across Canada
* Using programs such as but not limited to: SAGE500, Saleslogix, Excel, Word, PDF.WHMIS certified.

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| **de V.I.N.E. Lasers**, Calgary, Ab.  Owner/Medical Aesthetician Laser Technician | 3/2011 – Present |

**Client Care in Advanced Medical Laser Aesthetics: Chemical Peels & Skin Care for regular & Oncology clients.**

### Equipment trained on: Palomar, Cutera, Thermo Lo, Q- Switched ND YAG, Diamond Tip Microdermabrasion, Rev Lite, Cynosure

**Products:** PCA, Eminence, Elure, Stemulation, Circadia, Lycogel, Elta MD, Ice Mask, Rhonda Allison,

**Qualifications:** National Laser Institute - Scottsdale, AZ Nov 2010

Oncology Esthetics - Vancouver, BC May 2013

Certified Laser Safety Officer & Medical Laser Technician, in Laser Hair Removal, IPL Skin Rejuvenation, Fractional Laser Wrinkle & Acne Scar Reduction, Tattoo Removal, Thermo Lo and Radio frequency Skin Tightening modalities**. I currently own all my own equipment.**

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Professional Experience

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| **Mattress Mattress**, Calgary, Ab.  Sales Manager/Beducator | 9/1998 – 10/2012 |

* Committed to excellence in helping people, while selecting a mattress I taught how get the most out of a new bed that worked with their spinal alignment or pressure point/health issues. I have built a large referral or repeat clientele.
* Consistently met or exceeded all budgets or margins set out by head office.
* Key holder and responsible for cash, filing, organizing the office, showroom & staff for sales, quotes, email, expenses, maintenance of the property in & out, painting, scheduling, deposits, book keeping/cutoffs, [UN]loading/buying inventory, meeting with Reps & staff training. Also attended our industry shows to buy stock with the buying group.

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| **Konica Minolta,** Edmonton & Calgary, AB.  Inside Sales | 5/2000 – 9/2003 |

* Responsible for organizing new sales leads to the copier dept. by following Clients consumable purchases, for their faxes, printers etc.
* I sold the QMS line of printers as well as postal meters.
* I organized the Calgary branch after being transferred from the Edmonton inside sales branch and tripled the sales in consumables.
* Detailed in gathering information to facilitate other depts. in getting their sales facts ready when meeting clients
* Organizing the dept. so that we made or exceeded budgets to allow staff to win Presidents Club awards.
* Training other staff in a short time to have us gain rapid growth of sales for all depts.

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| **The Clipper Restaurant**, Sylvan Lake, AB.  Owner Operator | 6/1993 – 6/1998 |

* Successfully owned and operated all aspects of this 45 - seated restaurant 7 days a week in a busy tourist town.
* **Placed 2nd for Business of the year award**

Interests & Professional Development

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| Travel, Health, Swimming, People, Reading, Handicrafts, Gardening, Walking, Languages [English, Dutch some German and would like to continue with Spanish] |  |

Workshops: Oncology Esthetics, Reservec Travel agent, Bartending, Food & Beverage Handling, Early Childhood Education,

**Relevant Skills**

Throughout my working career I felt thoroughly confident in all situations & I am able to work well both singularly and in-group settings. As both an employer and employee I have developed my people skills so that I am able to address the needs of both customers and my peers. I have used Corel, Word, Excel, Google Calendar, setup a website with word press and a variety of other programs during my career, try to keep up to date & never stop learning.