

# TIMOTHY TAYLOR

## WEBSITES, PORTFOLIOS, PROFILES

- <https://sites.wp.odu.edu/timothy110c/>

## PROFESSIONAL SUMMARY

Enthusiastic Sales and Customer Service professional with expertise in communication and negotiating. Driven to provide superior quality customer service. Innovative in leveraging extensive knowledge of products and services as well as creating solutions for customers to drive loyalty, retention and revenue. Highly adept at training, managing, coaching and mentoring sales and customer service associates with talent for interacting with staff at all levels of organization and public.

## LEADERSHIP GOALS

- Earned 4 ACE cards at Sea World Entertainment for leadership, communication, and customer interaction.
- 45 hours volunteered at The Mariner's Museum

## SKILLS

- Organizational skills
- Multitasking
- Product knowledge
- Goal setting
- Active listening
- Analytical thinking
- Adaptability
- Emotional intelligence
- Self-motivation
- Technical proficiency
- Public speaking
- Customer Service

## EDUCATION

**Old Dominion University**, Norfolk, VA  
**No Degree**, Cybersecurity, Expected in 05/2027

**Heritage High School**, Newport News, VA  
**High School Diploma**, 06/2023

## WORK HISTORY

**SALES AMBASSADOR** 06/2023 to 09/2023  
**Sea World Entertainment**, Williamsburg, VA

- Increased sales by building strong relationships with clients and providing excellent customer service.
- Exceeded quarterly sales goals consistently by effectively managing pipeline of leads.
- Seamlessly transitioned between different roles within sales team as needed, proving adaptability and versatility in driving success across various functions.

- Assisted customers with post-sales support by addressing concerns or issues promptly, ensuring positive experience that led to future referrals.
- Used customer insights to develop innovative sales strategies to increase sales.
- Provided exceptional customer service to drive satisfaction.

#### **CUSTOMER SALES ASSOCIATE** 07/2022 to 09/2023

**Food Lion**, Newport News, VA

- Increased customer satisfaction by actively listening to their needs and providing tailored product recommendations.
- Maintained clean and organized store environment, enhancing overall shopping experience for customers.
- Developed strong relationships with repeat customers by providing exceptional service and personalized attention.
- Resolved customer complaints professionally, ultimately retaining their loyalty to store.
- Collaborated with team members to achieve monthly sales targets and consistently exceed performance goals.
- Checked pricing, scanned items, applied discounts, and printed receipts to ring up customers.

#### **UNPAID INTERN** 10/2022 to 01/2023

**Macario Castro**, Newport News, VA

- Developed strong interpersonal skills through active participation in group projects and collaborative tasks.
- Assisted in successful completion of various projects by conducting thorough research and analysis.
- Supported senior staff members with daily administrative tasks, increasing overall productivity within office environment.
- Acquired valuable industry insights by shadowing experienced professionals during client meetings and presentations.
- Efficiently managed deadlines for multiple assignments, ensuring timely completion of all assigned tasks without compromising on quality.
- Assisted in repairing 27 computers over one year term.

#### **JUNIOR VOLUNTEER** 09/2022 to 10/2022

**The Mariner's Museum**, Newport News

- Enhanced visitor experience by conducting engaging and informative tours of museum exhibits.
- Contributed to positive learning environment by answering visitor questions and providing additional context when needed.
- Conducted thorough research on exhibit artifacts, enhancing accuracy in tour presentations.
- Encouraged active participation from visitors by incorporating interactive elements into guided tours.
- Provided informative information to visiting groups of up to 10 people
- Supported senior volunteers with daily tasks, ensuring smooth operations and increased efficiency.

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#### **ACTIVITIES**

- Artistry & Sketching
- Video games
- Listening to music
- Coding

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#### **LANGUAGES**

**English**

Native or Bilingual

**Spanish**

Elementary

**French**

Elementary