

LEXIE LANGAN

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OBJECTIVE

To be an on-air host with leading shopping network that will utilize my extensive communications knowledge and sales experience, while also allowing me to develop further as a professional.

Proven talent for aligning business objectives with established direct sales and customer service paradigms to achieve maximum operational impacts with minimum resource expenditures. Expertise spanning client needs analysis, medical terminology, value-added solutions, B2B sales, business prospecting, lead development, product presentation, cosmetics product knowledge, customer experience management, persuasive communication, technology solutions, team leadership, performance assessment, and client relationship management. Exceptionally dedicated professional with keen interpersonal, communication, and organizational skills.

PROFESSIONAL EXPERIENCE

PA Live! WBRE/WYOU, WILKES BARRE, PA JANUARY 2019 – PRESENT

PROFESSIONAL ON-AIR HOST OF BI-WEEKLY BEAUTY SEGMENTS

- Plan, write and demonstrate beauty techniques on-air
- Share my valued beauty knowledge with the community

MILNES COMPANIES, TUNKHANOCK, PA, JANUARY 2019 – PRESENT

BUSINESS DEVELOPMENT LEADER

- Create brand awareness as well as an active presence in the market.
- Create and cultivate long-lasting professional partnerships.
- Identify engineering, construction, land surveying opportunities
- Represent Milnes at community events and chamber meetings
- Appointment set
- Pitch Milnes Companies Services on cold-calls and in meeting presentations
- Social media management
- Professional blog and press release write-ups for current company topics

W.B. MASON COMPANY, SCRANTON, PA, DECEMBER 2015 TO APRIL 2018

PROFESSIONAL SALES REPRESENTATIVE

- Pitched and sold business supplies to medium to large size businesses within a highly competitive market in assigned territory.
- Conducted business prospecting to build and maintain a client base.
- Evaluated clients' objectives to tailor solutions to their office and provide value-added solutions.
- Bolstered territory sales to impact bottom line revenue.
- Trained and mentored new sales representatives.
- Articulated and presented product benefits to business representatives to maintain and attract new business.
- Sold: Office supplies, print and promotional products, food service, breakroom, office furniture, janitorial, and packaging materials.

KEY ACHIEVEMENTS

- Handled \$924,000+ in business accounts based on work ethic and relationship building.
- Surpassed quarterly sales quotas consistently.
- Maintained top rank in company-wide contest in accordance with assigned division.

CURRENT 6 MONTH SALES REPORT:

- September up 52.12% YOY
- October up 74.36% YOY

- November up 49.87% YOY
- December up 10.08% YOY
- January up 24.59% YOY
- February up 15.17% YOY
- Current YTD sales 540,008 (Fiscal year ends in September. On track to do over 1 Million in sales)

COMMSERVE SYSEMS, MOOSIC, PA, AUGUST TO DECEMBER 2015

CUSTOMER SERVICE REPRESENTATIVE

- Communicated with physicians, pharmaceutical representatives and health care professionals during inbound calls.
- Noted and documented details to process vaccine orders, reservations and returns for Sanofi-Pasteur.
- Utilized familiarity with medical terminology and pharmaceutical product knowledge to expedite orders.
- Maintained excellent retention and order rates through delivery of high-level customer service.
- Communicated interdepartmentally to resolve complex client issues.

KEY ACHIEVEMENTS

- Recognized for "outstanding service and assistance" to the vaccine representative's largest commercial account by demonstrating commitment to the customer.

SEPHORA INSIDE JC PENNY, DICKSON CITY, PA, NOVEMBER 2013 TO NOVEMBER 2015

SEPHORA BEAUTY CONSULTANT

- Greeted clients and helped them to identify and match their needs with cosmetic and skincare.
- Conducted custom makeup application sessions and lessons
- Proactively studied new beauty products to serve as an informed and knowledgeable resource for customers.
- Maintained store appearance by stocking products as well as cleaning and tidying spaces.
- Advertised store programs by explaining and publicizing promotions for store guests.
- Trained and guided new-hires

KEY ACHIEVEMENTS

- Applauded for performance in the Benefits Cosmetics Makeup Artistry companywide contest.
- Received stellar ratings regionally on customer surveys.
- Continuously surpassed sales quotas.

TERRACE GARDEN CAFÉ, CLARKS SUMMIT, PA, JANUARY 2011 TO NOVEMBER 2013

TERRACE GARDEN CAFÉ

- Entrusted to handle numerous responsibilities at over time
- Interacted with customers and gained strong communication and interpersonal skills
- RAMP Certified
- Bartended
- Coordinated parties

Key Achievement

- Recognized for team effort and willingness to handle any challenge in this fast paced environment

EDUCATION AND CREDENTIALS

BACHELOR OF ARTS (B.A.) IN COMMUNICATION, 2015

The University of Scranton, PA

BACHELOR OF ARTS (B.A.) IN THEATRE, MINOR PHILOSOPHY, 2015

The University of Scranton, PA

- Honors: Manus Langan Scholarship; The Kennedy Center – Certificate of Merit for Properties Design
- Study Abroad: Italy; focus in Art History

ADDITIONAL INFORMATION

Technical Proficiencies: Microsoft Word, PowerPoint, and Excel, typing, Windows, Active Directory, Microsoft Project, Outlook, Social Networking Sites, Mason Mobile (company mobile application)

Interests: Interior design, fashion, skincare, makeup artistry, skiing, photography, literature, yoga

References available upon request