

Shawn C. Houston

4045 Herron Trail, Atlanta GA 30349 * 770-845-1162 * s.c.houston@live.com

PROFESSIONAL SUMMARY

Responsibility for subscriber sales and account development while in the newspaper industry. Now using her vast skills to provided special service to seniors entering retirement. Recognized for ability to build strong relationships with accounts and create out of the box promotions. A self-motivated professional, who works well under pressure, enjoys new challenges, is a team player, and is dedicated to the profession. Computer experience includes Microsoft PowerPoint, Word, Excel, Lotus 123, Windows and the Pipeline Deals account database.

AREAS OF EXPERTISE

Account development	Account retention	Relationship building
Niche markets	Networking	Solution selling
Territory development	Employee selection	Promotions and campaigns
Sales forecasting	Budget development	Change Management
Long-range planning	Staff scheduling	Employee Development
Problem solving		Marketing and sales strategy

PROFESSIONAL EXPERIENCE

2009 – Present **Bankers Life & Casualty – Licensed Insurance Agent**

- Senior Retirement specialist who helps guide seniors through the four areas of concern in retirement which are: Medicare, Long term care, Life Insurance, and Retirement income.

2000 – 2009 **The Atlanta Journal-Constitution, Atlanta GA** **Direct Sales Manager – Account Manager (2002-Present)** **Clerk (2000- 2002)**

- Present promotional campaigns to major local companies including Wachovia, Bank of America, Washington Mutual, and Kroger.
- Increase client base by 25% and sales by 40% by adding 100 new accounts through creative presentations, personalized service, persistent follow-up and networking.
- Manage the development of ideas for expanding promotional concepts, including customized seasonal promotions for corporate clients, while reducing fixed costs.
- Manage, train and direct a team of twelve sales representatives and two field sales supervisors; and inspire teamwork among staff to develop measurable outcomes resulting in increased subscription sales.
- Develop weekly schedule of locations for sales representatives to work at to meet and exceed weekly goal.

2007 **Edson Realty of Georgia** **On site Real Estate Agent**

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PROFESSIONAL EXPERIENCE *(continued)*

2000 **The Carvir Group**
Executive Assistant

- Perform all administrative functions for executive recruiter including scheduling appointments, making phone contacts, managing correspondence and filing.
- Serve as right hand for the Chief Executive Officer assisting with the initial selection of resumes for various opening for major clients.

1998 – 2000 **Country Lake Home Owners Association**
Property Manager

- Plan and implement all homeowner activities including but not limited to pool parties, quarterly homeowner meetings and fight parties.
- Manage and schedules maintenance and repairs, negotiates contracts with vendors, regularly inspects property to ensure it is in good working order, quickly resolves emergency maintenance issues.
- Handle all owner issues by successfully appeasing dissatisfied owners and turning them into satisfied clients through patience, understanding and quickly resolving the issue at hand.

EDUCATION

Morgan State University, Baltimore, MD

BA Accounting

GPA 3.214

Dean's List Honors

Fulton County Citizens University

CERTIFICATIONS/MEMBERSHIPS

Licensed Insurance Agent, Bankers Life & Casualty, Assurant life and Humana

Member, National Association of Sales Professionals

Licensed Realtor, Metro Brokers/GMAC Real Estate

Member, Metro South Board of Realtors

Member, National Association of Realtors

HOBBIES

Painting, Internet Shopping, Politics, Ancient Religions, Volunteering, Cooking and Singing.

Appearance on The View, December 2007

Song in rotation on V 103, December 2007