

Clayton Merritt

Multi-talented, versatile young professional with seven years' experience in B2B sales. Hardworking and reliable with excellent attention to detail. Adept at operating in fast-paced environments and maintaining calm in challenging situations. Driven to exceed expectations and maximize customer satisfaction. I have a love and drive for the Promotional Products industry. Been on the supplier and distributor side of the business and understand the pain points of each side.



Personal Information

Address: 1500 E Johnson Avenue, Pensacola 32514 ●

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Work Experience

Customer Relations Specialist

Tekweld

• 06/2023 – present • HAUPPAUGE

- Logged call information and solutions provided into internal database.
- Provided accurate information about promotions, customer programs, and products, helping drive high customer retention.
- Liaised with sales, marketing, and management teams to develop solutions and accomplish shared objectives.
- Answered product and service questions, suggesting other offerings to attract potential customers.
- Learned and maintained in-depth understanding of product information, providing knowledgeable responses to diverse questions.
- Promoted superior experience by addressing customer concerns, demonstrating empathy, and resolving problems swiftly.

Premium Account Coordinator

Tervis Tumblers

• 01/2022 – 05/2023 • SARASOTA

- Updated internal databases with account information to maintain concise, clear records.
- Facilitated weekly status reports, project documentation and client billing.
- Escalated issues to appropriate channels as necessary.
- Monitored campaign performance and collaborated with internal teams to optimize campaigns and identify underperforming accounts.
- Main point of contact for key accounts I.E American Solutions for Business, Halo, lpromoteU.

Account Coordinator

Tervis Tumblers

• 03/2021 – 01/2022 • SARASOTA

- Work closely with other sales team members to ensure the team is providing excellent customer service.
- Process custom orders with the ability to evaluate artwork and guide customers for best overall finished product.
- Provide accurate responses to customer questions/needs regarding product availability, product information (including features/benefits), order turnarounds, personalization/customization/special orders, company policies (i.e Replacements, returns/exchanges, etc.)
- Ensure information is entered into systems correctly and processes are being followed.
- Work with Sales Leadership to ensure all support activities are in line with Tervis procedures.
- Where appropriate, suggest new ways of completing assignments more efficiently.
- Assist in the submission of credit memos and other adjustments as required.
- Ensure order issues are researched, resolved, and appropriately communicated.



Work Experience

- Assist Account Executives in successfully creating and maintaining customer databases for communication.
- Assist in new account onboarding process.
- Ensure customer satisfaction, resolve issues, seize opportunities and maintain favorable business relationships.
- Support team with general administrative tasks, such as customer set-ups, compliance documents, etc.
- Responsible for handling heavy inbound call volume
- Performed customer problem resolution.

Center Director

Jenny Craig

- 12/2020 - 04/2021 • PENSACOLA
- Keep clients on the Jenny Craig weight loss program and get them back on the Jenny Craig program if they fall.
- Coach and Manage Employees: Coach and manage employees on delivering the Company's service model.
- Utilize service KPIs to identify employee strengths/weaknesses, and assist with daily activities including outbound client outreach, food room stocking, and daily in-store operations.
- Responsible for training, coaching, and performance management of employees.

Account Manager

Caprice Productions

- 09/2019 - 09/2020 • SAN ANTONIO
- Serve as the lead point of contact for all customer account management matters
- Build and maintain strong, long-lasting client relationships
- Negotiate contracts and close agreements to maximize profits
- Develop trusted advisor relationships with key accounts, customer stakeholders and executive sponsors
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders
- Develop new business with existing clients and/or identify areas of improvement to meet sales quotas

Branding Consultant

Caprice Productions

- 10/2018 - 09/2019 • SAN ANTONIO
- Generated revenue and profitable growth by meeting sales targets.
- Attended trade shows and vendor meetings throughout year.
- Prospected and cultivated relationships with potential clients.
- Identified appropriate marketing channels and target customers for campaigns.



Certificates

Certified Advertising Specialist

PPAI

08/2023

Trained Advertising Specialist

PPAI

10/2021