

# Julie Zavala

[juleszavala@gmail.com](mailto:juleszavala@gmail.com) • [linkedin.com/in/juliezavala20](https://www.linkedin.com/in/juliezavala20) • Georgetown, TX, US • (512)755-5086

---

## Key Account Manager

---

Results-oriented sales professional with extensive experience devising strategies for business expansion and providing top-notch customer service. Adept at building congenial and professional customer relationships, while ensuring maximum client satisfaction. Capable of assessing client demands and conducting competitive analysis. Recognized for securing key accounts through exceptional negotiation, communication, and relationship-building skills. Technically proficient in Quick Books, CorelDraw, Sage Online, and Microsoft Office.

- Customer Satisfaction
- Business Development
- Order Management
- Cost Analysis
- Trend / Fad Forecasting
- Database Handling
- Account Management
- Selling / Upselling
- Social Media Marketing

---

## Career Experience

---

**Account Manager**, Darling Promotional Products – Austin, TX 2011 to 2020

Developed long-lasting professional relationships with clients and ensured maximum client satisfaction, while focusing on business development. Managed key accounts and assisted clients with customer service, sales, and producing specific / creative RFP's adhering to client requirements.

- Promoted business opportunities and secured high-volume accounts, resulting in portfolio expansion.
- Assisted teams for the start-up project "Darling Promo" and achieved sales of \$4.5 million within 8 years.

**Sales Specialist**, Estilo – Austin, TX 2018 to 2019

Evaluated client needs / demands and ordered special merchandise to ensure maximum customer satisfaction. Assessed trends and managed promotional displays to attract maximum customers.

- Established / maintained merchandising standards adhering to company policies.
- Assisted management in new project of collaborating with Shopify.com and ensured every item was correctly tagged / merchandised.

**Co-Business Director**, Hill Country Floors – Marble Falls, TX 2005 to 2018

Carried-out operational activities and managed PR, HR, marketing, and finance. Assisted in establishing business within community to develop company portfolio, while attending local chamber of commerce events.

- Established key internal functions, devised policies, and developed future plans for business growth.

*Additional Experience as **Area Sales Manager** at Foley's / May Co. Barton Creek Mall and Highland Mall.*

---

## Education

---

**Bachelor of Arts in Fashion Merchandising / Business Administration**

Eastern Illinois University - Charleston, IL