

# Erica Krokhamlyuk

## WORK EXPERIENCE



### Profile

Highly motivated and experienced professional with a strong background in service, account management and sales.

### Technical skills

- Proficient in CRM software
- Ability to manage staff, clients and accounts
- Overall exceptional customer service to client portfolio

### Contact

📞 980-318-3616

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### References

Available upon request.

#### ▶ Healthcare Account Manager/Sales

ProLink Staffing, 03/2023 - Present

- Produce 80-100 cold-call leads daily
- Serve as a professional resource for nursing personnel by addressing concerns related to hospital contracts and policies
- Oversee a staffing portfolio of 15 contract nurses, ensuring compliance with healthcare staffing policies
- Possess extensive knowledge of healthcare facility specialties to ensure that highly skilled healthcare workers are appropriately staffed to meet the needs of clients
- Use the CRM Salesforce system to source clinicians and manage client relationships
- Cultivate relationships with clients and clinicians by providing excellent customer service using problem-solving, issue-resolution and administrative follow-up
- Met sales quota 100% each month

#### ▶ Key Leader

Lululemon, 09/2018-01/2021

- Promotion of available resources to clients, and facilitating connections with relevant services
- Transformation of performance-based feedback into opportunities for knowledge and skill improvement
- Implementation of new sales strategies, leading to increased revenue
- Execution of promotional campaigns
- Assistance with opening and maintaining a new store
- Management of staff in the new store to meet KPIs and ensure long-term success.

#### ▶ Personal Trainer (ACE Certified)

University of North Carolina 09/2019- 09/2021

- Offer personalized training to educators and students to build a trusting relationship and help them reach their objectives.
- Develop client referrals as a means of generating new business opportunities.

## EDUCATION

#### ▶ University of North Carolina, Charlotte

August 2018 - December 2021

Bachelor of Science in Business Administration, major in Marketing