

# Liliana Hart

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## Summary

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Energetic and passionate Customer Service Professional with 15+years of experience in managing sales, developing strong customer relationships, and delivering exceptional customer service. With expertise in identifying customer issues, documenting customer information, and resolving queries.

## Experience

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### **The Polo Club of Boca Raton | FL, Boca Raton Resort and Tennis Representative | 02/2023 - Present**

- Provide high-level customer service for members and guests by providing all pertinent services including booking court reservations, lessons, clinics, ball machines, and demo racquets; properly taking and delivering messages and giving requested tennis information related to programs and activities.
- Coordinate visual merchandising processes by organizing store displays which enhanced demand for resort products and increased sales by 25%.
- Consistently rated as a top sales producer with outstanding relationship builder.

### **Rain On The Land and CureBalm online store | FL, Boca Raton Partner - Online Retailer | 01/2009 - 08/2023**

- Created a line of natural remedies for skin care by using Aromatherapy and Organic ingredients and natural ingredients developing and the best products and remedies free from unhealthy additives.
- Set and achieved a goal by developing and the best products and remedies free from unhealthy additives.
- Responsible for overall management, marketing and promotion of Rain on the Land by designed and maintained the website, e-store, blog, and social media.
- Since founding Rain on the Land more than 1,000 clients have purchased products.

### **Bank of America | FL, Boca Raton Relationship Banker | 02/2019 - 12/2019**

- Acquire new clients by utilizing effective communication and negotiation techniques which led to surpassing sales and referrals goals.
- Established relationships with clients and confidentiality by gaining in-depth knowledge of clients' financial life priorities to connect them to solutions that meet their financial goals.
- ACHIEVEMENTS: Sold banking products and resolved complex service issues for individuals and business clients. Acquired new clients from different nationalities Exceeded goals of educating clients with digital banking solutions.

### **The Polo Club of Boca Raton | FL, Boca Raton Tennis and Resort Shop Sales Representative | 12/2015 - 02/2019**

- Coordinate visual merchandising processes by organizing store displays which enhanced demand for resort products and increased sales.
- Exceeded sales while providing service to members and guests with all their tennis needs.
- Recognized as an Employee of the Month out of more than 400 employees.

## Additional experience

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### **ADVANTAGE SOLUTIONS, Southern and Central California.**

**Area Manager:** Managed 22 Sales Merchandisers for the Greater Central and Southern California territory. Clients including AOL Time Warner, Pfizer, Masterfoods, and Gillette.

### **TIME WARNER. TIME Inc., Southern California**

**Sales Representative:** Achieved sales objectives each year during tenure.

**People En Español Representative:** Increased magazine circulation by communicating opportunities and issues in the distribution channel to the Marketing Department in New York and by Coordinating magazine participation in Latin cultural and business events.

**INTEL CORPORATION, Santa Clara, CA**

**Market development Specialist** : Managed accounts for Compaq, Hewlett Packard, IBM, Dell, and Acer for Latin America and marketing support to Intel Inside program.

### **Skills**

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Northstar and Chelsea Club Management programs, Resolution Management, Customer Relationship Management, Computer literacy, Customer service, Sales Experience, Organizational Skills, Communications, Problem Resolution, Attention to Detail, Work Ethic

### **Education**

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**University of Southern California**  
**English as second Language course**

**Pontificia Universidad Javeriana**  
**Bachelor's in Marketing and Communication**

### **Languages**

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Spanish, English