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TAMERA SPANN

PRODUCT MANAGER

PROFESSIONAL SUMMARY

Client Support Specialist with over a decade of experience in strategic planning, critical thinking, and team building. Adept at driving product success through innovative solutions and effective sales strategies, consistently enhancing client relationships. Proficient in Salesforce and dedicated to improving customer satisfaction and retention.

EMPLOYMENT HISTORY

OCT 2022 - PRESENT

Client Support Specialist, AT&T, Ocean Springs, MS

- Address client inquiries, providing accurate solutions to boost satisfaction and retention.
- Promote products during calls, enhancing service experience and driving future business.
- Collaborate with team to exceed goals and improve client satisfaction rates.
- Resolve issues promptly, increasing customer retention and meeting productivity guidelines.

OCT 2020 - OCT 2022

Premier Service Consultant, AT&T, Ocean Springs, MS

- Resolved customer issues with innovative solutions, ensuring high satisfaction levels.
- Increased company revenue by successfully upselling additional services to customers.
- Shared effective sales strategies, contributing to team success.
- Maintained customer satisfaction by addressing needs and resolving concerns proactively.
- Reported system defects and collaborated with development teams to enhance Customer Connect tools.

NOV 2018 - OCT 2020

Retail Sales Consultant, Prime Communications AT&T, Biloxi, MS

- Implemented Salesforce to track leads and boost B2B sales, enhancing store revenue.
- Delivered exceptional customer service, increasing loyalty and strengthening AT&T brand.
- Managed end-of-day procedures and handled deposits efficiently.
- Answered product queries with current knowledge of sales and promotions.
- Used consultative sales techniques to understand needs and recommend products.

JUL 2013 - NOV 2018

Assistant Manager, Footlocker, Biloxi, MS

- Managed store operations and staff in absence of manager, ensuring smooth daily functions.
- Averaged over \$2,000 in weekly sales, contributing to a \$2M+ annual revenue.
- Analyzed sales data, reduced shrinkage, and monitored revenue variances to achieve profit goals.
- Provided training for new employees, enhancing team performance and customer service.
- Compiled and analyzed annual reports on sales, earnings, and expenses for strategic planning.

EDUCATION

JUN 2022 - AUG 2023

Associate of Applied Business: Business & marketing Management Technology, Mississippi Gulf Coast Community College, Gulfport, MS

GPA: 3.0

Continuing education in Marketing

Dean's List Fall 2022

AUG 2023 - PRESENT

Marketing, University of Southern Mississippi, Long Beach, MS

SKILLS

Decision-Making Skills

Product Knowledge

Salesforce	Analytical and Critical Thinking
Teambuilding	Strategic planning
Sales Strategies	Problem Resolution
Training and Development	Client Relationship Management

ADDITIONAL INFORMATION

Accomplishments

- Led a team of 9 employees as the number 1 team in the in a local call center location for more than 6 months
- Was able to help resolve customer escalations through effective communication.