



Charlotte Paffett Account Manager

781-738-5310 charlotte@charlottepaffett.com Boston, MA

Experience

ANTHONY CATALFANO INTERIORS; BOSTON, MA – MARCH 2016-PRESENT

- Interact directly with clients, vendors, and staff, coordinating between them to answer a wide range of questions, fulfill requests, solve issues, and overcome obstacles. My goals are to maintain customer satisfaction and vendor relationships.
- Work with clients during preliminary planning; develop clients' design concepts.
- Research products, calculate pricing, create proposals, place custom orders, prepare for installations, coordinate deliveries and follow up with clients after installation.

DAVID BARTON GYM; BOSTON MA – SEPTEMBER 2014-DECEMBER 2016

- Worked with David Barton's executive team throughout an eight-month pre-sale for the company's first Massachusetts location. Recruited trainers, sales and administrative staff; led local marketing efforts; and built client relationships.
- Led the branch in sales when it opened. Toured prospective members around the space, pitched the benefits of membership, made offers, and closed deals.
- Supervised eight front desk associates while facilitating communication with David Barton's corporate office.

NORWELL ATHLETIC CLUB; NORWELL MA – MAY 2011-MAY 2014

- Checked in members, reviewed daily revenue and payroll using several points of sale, including Twin Oaks and KF Funds.
- Converted cold calls and leads into sales and local corporate memberships, while maintaining current memberships.

LULULEMON ATHLETICA; HINGHAM MA – SEPTEMBER 2012-JANUARY 2013

- Ran transactions on StoreForce, DayForce and vLookup, while manning front desk and greeting guests.
- Led and participated in workshops and events for staff and community.

Skills

- Mac and Windows (Adobe Creative Suite; various productivity software)
- Points of sale and retail systems: DayForce, StoreForce, iVend, Concierge, eClub, MotionSoft, KF Funds, Twin Oaks

Education

UNIVERSITY OF MASSACHUSETTS, AMHERST – SEPTEMBER 2010-JUNE 2012

Visual Arts, Psychology

UNIVERSITY OF MASSACHUSETTS, BOSTON – SEPTEMBER 2013-DECEMBER 2013

Kinesiology, Exercise Science