

# NANCY KENDRICK

(386) 214-6879    ronandnancyk@brighthouse.com    Port Orange, FL 32119

## PROFESSIONAL SYNOPSIS

- Communicative, energetic and results-oriented with exemplary passion for developing relationships
- Knowledgeable and dedicated administrative professional with extensive experience in sales and customer service
- Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients/customers
- Daily management of up to 100 incoming and 200 outbound sales calls, emails, letters and in-person requests for assistance
- Expert at providing pertinent information and options to effectively resolve issues
- Succeeded in maintaining customer satisfaction during extremely difficult complaint resolution assignments
- Specialized in quality, speed and process optimization of responsibilities
- Problem solver, cultivating partnerships and growing businesses
- Gifted in working with stressed, confused and upset individuals in need of information and supportive guidance to understand products, processes and online navigation
- Upbeat and energetic highly capable handling difficult situations through resourcefulness and adaptability

## WORK HISTORY

Dec 2013 - May 2020  
Daytona Beach, FL

**NASCAR - Daytona International Speedway**  
Ticket Services Customer Care Specialist

- Interact with customers from around the world in a professional and sales-oriented manner providing expert customer service via telephone, email, mail, and face-to-face
- Maintained/retained current business through inbound and outbound calls to create long-term customer relationships
- Increased ticket revenue totals by scoring in the top three of event renewals 5 years in a row
- Consistently achieved "Needs Based" Selling techniques through superior customer service expertise, focusing on the customers' requirements
- Provided, product up sell and order processing
- Interviewed, supervised and trained new hires
- Continually learned new events, promotions, sales techniques, and operational materials necessary to communicate to customer

- Senior agent responsible for daily ticket inventory control, sales balancing, and ticketing system closeout
- Motorsport event additional responsibilities:
  - Supervision of events-only staff
  - Setup remote ticket operations computers and printers for successful communications with main ticket office and sales with the fans

## **InfiniSys Electronic Architects**

### **Project Manager**

May 2008 - Aug 2013  
Daytona Beach, FL

- Adjusted project plans to account for dynamic targets, staffing changes and operational specifications
- Finalized project financial records while collaborating with financial controllers and senior management
- Closely collaborated with project members to identify and quickly address problems
- Issued RFP's to corporate service providers throughout the United States and rewarded projects to winning provider(s)
- Orchestrated projects within strict timeframes and budget constraints
- Utilized critical thinking to solve complex problems
- Developed and initiated projects, including managing costs, schedule and performance
- Streamlined office and administrative operations by effectively monitoring and addressing client correspondence and data communications
- Determined and implemented safe, efficient and cost-effective solutions to issues

## **EDUCATION**

Daytona Beach, FL

### **Associate of Arts in Business Management**

Daytona State College

## **ANNUAL CERTIFICATIONS**

OSHA, Active Shooter, Crowd Control