

# ASHLI COPE

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Objective: Results-driven professional with extensive experience in leasing management, customer service, and administration. Proven ability to drive productivity, manage budgets, and exceed customer expectations. Seeking opportunities to leverage expertise in a dynamic work environment.

## Work Experience

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### **Manager, Operation Room & MedSpa Consultant**

The Image Center-Irvine, CA

January 2021 to Present

- Sales Consultant – Plastic Surgery Practice
- Consistently achieved and exceeded sales targets, generating over \$150K in monthly revenue.
- Recognized as the top sales representative, leading the practice in client acquisition and revenue growth.
- Conducted detailed consultations with prospective patients, effectively communicating the benefits of various plastic surgery and aesthetic procedures.
- Developed strong, long-term relationships with clients, ensuring a high level of satisfaction and repeat business.
- Collaborated closely with the surgical and medical teams to coordinate seamless patient care from initial consultation through post-procedure follow-up.
- Leveraged in-depth knowledge of plastic surgery and aesthetic treatments to provide personalized recommendations, resulting in optimal outcomes for clients.
- Maintained accurate and organized records of all sales activities, client interactions, and follow-ups in the practice's CRM system.

### **Leasing Manager**

Arnel Management Company-Costa Mesa, CA

September 2018 to December 2020

- Oversaw all leasing functions and sales for the entire property, negotiating lease transactions and agreements.
- Managed vendor relationships, property budgeting, collections, and financial reporting.
- Achieved high occupancy rates and maintained budgetary performance targets.

### **Sales Associate**

BEST CHEER STONE & CABINETS, INC.-Anaheim, CA

January 2016 to August 2020

Spearheaded the development of new sales accounts, aligning with revenue objectives while managing comprehensive customer support functions for the business. Successfully acquired key customer accounts and contacts, leveraging extensive knowledge and expertise in the countertop market and industry. • Assisted customers in designing kitchen cabinets, countertops, and flooring, ensuring their needs and preferences were met with high-quality solutions.

### **Customer Service Manager**

Ready Clean Carpet Care & Orange Coast Carpet Care-Huntington Beach, CA

July 2007 to September 2017

- Led customer service and sales department, handling scheduling, client correspondence, billing, and collections.
- Managed company financial records using QuickBooks and performed HR functions.
- Implemented workflow improvements to accommodate company growth over 10 years.

### **Assistant to the Director of Administration**

Arnel Management-Costa Mesa, CA

July 2012 to December 2014

- Handled administrative duties for the legal department, including complaint investigations and small-claims cases.
- Provided front desk receptionist duties, managing customer correspondence and scheduling.
- Implemented operational improvements to support overall employee efficiency.

## Education

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### **Associate's degree in Certified Yoga Instructor**

Certification Golden West College

January 2001 to December 2001

## Skills

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- ADP
- Vendor management
- Sales
- Financial report writing
- Med spa experience
- Microsoft Word
- Customer service
- Legal administrative experience
- QuickBooks
- Yoga
- Front desk
- Outlook
- Negotiation
- Human resources
- Excel
- Budgeting
- Accounts Payable
- CRM Software
- Payroll
- Management
- Project Management
- Event Planning

- Salesforce
- Financial Analysis
- Office Management
- Pricing
- Account Management
- Forecasting
- Bookkeeping
- Recruiting
- Accounting
- Microsoft Powerpoint
- Purchasing
- Process Improvement

## Certifications and Licenses

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**Certified Fitness Instructor**