

Sonia Kabir

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OBJECTIVE

Results-driven sales professional with extensive experience in the aesthetic industry. Proven ability to exceed sales targets through strategic relationship-building and exceptional client engagement. Seeking to leverage my expertise in sales and customer satisfaction to drive growth and enhance client experiences in a dynamic organization.

PROFESSIONAL EXPERIENCE

Burbank Plastic Surgery,

Los Angeles, CA

Patient Coordinator/Sales Consultant

February 2023–Present

- Spearheaded aesthetic sales initiatives by implementing targeted marketing campaigns and personalized client engagement strategies, driving a 20% increase in quarterly sales.
- Developed and presented detailed sales performance reports using data analysis tools to identify trends and market dynamics, enabling data-driven strategic decisions.
- Streamlined patient onboarding by educating them on treatment plans and payment options, improving pre-surgical preparedness and reducing consultation times by 15%.
- Resolved patient concerns by actively listening and implementing tailored solutions, achieving a 95% satisfaction rate and strengthening the clinic's reputation.

City Life Enterprises,

Los Angeles, CA

Sales/Client Services

January 2017–January 2023

- Boosted annual revenue by implementing customer retention strategies and upselling services to a clientele of 1,000 monthly guests.
- Managed a portfolio of 25 properties by conducting regular inspections and coordinating maintenance, ensuring optimal conditions and tenant satisfaction.
- Streamlined vendor operations by maintaining accurate key distribution logs and providing clear access directions, enhancing vendor efficiency.

Teles Properties, Inc.,

Beverly Hills, CA

Relationship Manager

March 2014–January 2017

- Consistently exceeded sales targets by delivering tailored escrow service presentations and cultivating a broader client network through relationship-building.
- Generated a steady pipeline of potential clients through strategic networking, proactive outreach, and participation in industry-related events.

Lucent Product Inc.,

Chino, CA

Sales Executive

March 2010–February 2014

- Collaborated with the sales team to develop and implement merchandising strategies by selecting product samples and curating assortments aligned with client needs.
- Maintained expertise in product offerings, marketing strategies, and fashion trends to provide informed recommendations, enhancing client satisfaction.
- Built lasting relationships with clients and vendors by conducting regular follow-ups and feedback sessions, fostering loyalty and strengthening partnerships.
- Streamlined communication with buyers to ensure production samples met specifications and orders were fulfilled on schedule, improving turnaround efficiency.

SKILLS AND QUALIFICATIONS

- **Aesthetic Sales Expertise:** Extensive experience in aesthetic sales, consistently surpassing targets and expanding client bases.
- **Communication and Relationship Building:** Adept at fostering strong client and vendor relationships to enhance satisfaction and loyalty.
- **Strategic Planning and Goal Setting:** Skilled in devising and executing strategies to meet and exceed sales objectives.
- **Problem-Solving:** Proficient in identifying challenges and implementing effective solutions to ensure customer satisfaction and business growth.
- **Data Analysis:** Experienced in leveraging data-driven insights to create performance reports and guide decision-making.
- **Project and Portfolio Management:** Expertise in maintaining property portfolios and managing diverse projects with efficiency and precision.

EDUCATION

California State University Northridge

Northridge, CA

Bachelor of Science in Family and Consumer Science | 2009

Aveda

Los Angeles, CA

CA Cosmetology License | 2010