

Katherine Fleckenstein

Nashville, TN 37221 • (615-981-0506) • krfleck02@gmail.com • www.linkedin.com/in/katyfleckenstein

EDUCATION

The University of Tennessee, Knoxville, College of Education, Health and Human Sciences

Bachelor of Science in Kinesiology

Graduation: May, 2024

Major: Kinesiology

Cumulative GPA: 3.47/4.00 Dean's List: 5 semesters

PROFESSIONAL EXPERIENCE

Stampli

Nashville, TN

Mid-Market Sales Development Representative

August 2024-Present

- Thrived in a fast-paced tech startup environment, quickly adapting to new tools, strategies, and evolving sales processes to drive revenue growth
- Leveraged 6sense, Apollo, HubSpot, and Gong Engage to identify high-intent prospects, forecast revenue, optimize outreach, and track deal progression
- Increased conversion rates by 98% through improved sales strategies and consultative selling techniques
- Collaborated with marketing and RevOps teams to refine lead qualification and improve pipeline efficiency by 90%
- Consistently exceeded outreach KPIs, averaging 150% above daily call, email, and LinkedIn targets
- Strengthened prospect relationships by providing tailored insights, continuous engagement, and follow-ups, leading to increased trust and higher close rates
- Overcame objections by using a consultative sales approach, active listening, and value-based messaging to reframe conversations and advance deals
- Partnered with Account Executives (AEs) to target key accounts in the Los Angeles and San Diego markets, leveraging regional insights and tailored messaging to drive pipeline growth

Buckle

Nashville, TN

Commissioned Sales Associate

November 2021-August 2024

- Aid an average of 80 customers per day while generating over \$7k in daily additional revenue
- Elite 10% performer for three consecutive holiday seasons
- Surpassing quota by an average of 97% and consistently outperforming team objectives by 99%
- Streamlined inventory organization process by categorizing items based on sales frequency, leading to a 30% reduction in stockouts and a 40% increase in on-time order fulfillment
- Optimize display presentation to drive sales and enhance customer experience
- Delivered exceptional customer service, resulting in a retention rate of over 85% for repeat fit appointment customers contributing to a 75% increase in customer loyalty and repeat business

Temple Hills Country Club

Franklin, TN

Assistant Manager

May 2022-August 2023

- Orchestrated daily operations of a high-profile club, optimizing food and beverage inventory to reduce waste by 15% and coordinating successful events that boosted monthly revenue by \$20,000

- Oversaw club advancement through strategic planning, budget management, and performance evaluation, ensuring efficient operations and measurable outcomes
- Implemented comprehensive training programs covering POS system operations, customer service strategies, resulting in a 40% increase in staff efficiency and a 50% rise in customer satisfaction scores
- Fostered strong relationships with staff, members and suppliers by maintaining communication
- Responsible for fully staffing club and recruiting over 15 new employees and over 50 new members
- Collaborated with a team of 65 staff members and engaged with over 120 members to optimize customer satisfaction and drive profitability

Hanger Clinic

Intern

Nashville, TN

May 2023-August 2023

- Over 60 hours spent in clinic shadowing Orthotists and Prosthetists with over 75 patient cases
- Mastered the art of handcrafting 12 prosthetic limbs, from initial casting to final fitting, ensuring precision and patient satisfaction throughout the process
- Gained proficiency in various orthotic devices, customizing fits for optimal patient comfort. Adjusted 15 devices, achieving a 75% rise in patient satisfaction scores and reducing discomfort complaints by 90%

INVOLVEMENT

Kinesiology Student Association

Member

Knoxville, TN

August 2021-Present

American Medical Student Association

Member

Knoxville, TN

August 2021-Present

SKILLS

- CPR and AED certified
- Proficient in Hubspot, Apollo and other CRM systems
- Microsoft Excel Introductory Badge 2021
- Able to manage, analyze, and summarize data. Create, navigate, and format across multiple worksheets. Visually present data through tables and charts