

Michael Ballard

Serving the Charlotte Metro Area
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Summary of Qualifications

- Designed and sold kitchen and bath projects in multiple cabinet lines
- Experience with Quartz, Granite, Shell Stone, Soapstone and Onyx
- Strong communication and interpersonal skills with the ability to provide customer service in a courteous manner and work effectively with diverse groups of people at various levels within an organization
- Strength in developing sales with a high degree of conversion culminating in more related products and greater profit margin
- Proficient in 20/20, Microsoft Word, Outlook

Work Experience

Frank Webb Home

September 9th, 2016 - April 2018

Sales Associate

- Greeting and qualifying customers while presenting products for their bathroom and kitchen project
- Producing quotes, finalizing sales, ordering and monitoring product status
- Delivering quotes to many contractors and plumbers
- Researching products that are available to the company but not on the showroom floor, sending specs to customers and their contractors
- Multitasking with phone calls, checking for incoming special order products in receiving
- High sales in vanities and countertops

Ardente/Waterspot

January 2014- April 2016

Sales Associate

- Welcoming, qualifying, and answering questions for new customers
- Providing quotes and researching products
- Multitasking: answering and returning phone calls, faxing, scanning
- Constantly learning of new products and staying current with design trends
- Seeking new opportunities for sales by developing new relationships with contractors and designers
- Resolving issues while working as a team player
- Producing high sales in high-end lighting, vanities/ C-tops, and plumbing fixtures

Working knowledge and sales of electrical and plumbing products: Duravit, Robern, Wet Style, Blu, Furniture Guild, Toto, Moen, Hansgrohe, Grohe, American Standard, Delta, Blanco, Elkay, Maxx,

Vitctoria Albert, La Cava, Fantini, Zucchetti, Madelli, Laufen, Visual Comfort, Hinkley, ArtCraft, Sonneman, Hubbarton Froge and more

Wood Palace Kitchens

November 2013- February 2016

Design and Sales Specialist

Middleborough, MA

- Qualifying of leads
- In-home consultations for kitchens and bathrooms
- Measure and assess projects
- Create innovative designs while working with an on-staff CKD to produce additional designs for presentation and sale
- Managing current projects with the responsibilities of an expeditor
- Sales for 2014 exceeded \$7500,000

Independent design consultation during this period of time

Building Center of Gloucester

February 2009- November 2009

Lead Designer

Gloucester, MA

- Hired by the president of the company to remodel a neglected kitchen and bath center within the 105 year old lumber business
- Sold a kitchen within the first three days of employment
- Produced over \$300,000 in sales within 6 months of being employed
- First within company to land a high end client as a designer for multiple homes
- Consulted with vendors to bring new products into the showroom
- Resolved issues with disgruntled customers, regaining their confidence and continued patronage

Mid Cape Home Centers

February 2008- February 2009

Designer

Plymouth, MA

- Selected to participate in a team effort to increase sales within the business
- Designed outside kitchen and baths
- Cultivated sales with contractors for the company

Mid-State Kitchens

May 2004- February 2008

Kitchen Designer

Shrewsbury, MA

- Utilized 9.1 20/20 Program for design
- Produced high sales in custom and semi-custom cabinetry
- Cultivated a relationship outside of the direct store to create the ability to increase business
- \$100,000 a month in sales

Education

Bachelor of Music

Indiana University