

Jackson Thor Blount

tblount@westga.edu
678-839-2358

Experience 2016-Present Cloud Electronics Park City, UT

Technical Sales Support

- Provided technical support to clients and resellers via phone and email
- Provided level 3 training and support to customers, integrators, and installers
- Managed warehousing and inventory software systems and processes
- Installed and maintained commercial audio software and computer equipment

2013-2016 Park City Sport on Main Park City, UT

Store Manager

- Opened bike rental shop for successful 30 year ski rental retailer opening first summer business market and expanding revenues
- Responsible for shop opening and closing accounting processes
- Trained and supervised employees on POS and Inventory systems
- Maintained POS computers and implemented new inventory system

2012-2013 Zane Benefits Park City, UT

Regional Sales Manager / Account Executive

- Hosted weekly webinars for customers and industry representatives about health benefits industry and our services
- Provided online training to new users of online healthcare benefits system
- Trained new sales team members on product and sales techniques
- Implemented customer satisfaction program that resulted in 99% customer retention rate over 12 month period
- Created social media team and posted regularly on social media networks and company blog
- Utilized Salesforce.com to develop sales forecast and track close rate
- Surpassed all sales quotas and exceeded employer expectations

2009-2012 Alpha Bay Corporation Salt Lake City, UT

Product Manager

- Managed proof-of-concept projects and developed requirements and timelines
- Facilitated user testing during product development and launch phases
- Evaluated online learning management systems (LMS) for customer product training
- Developed self-service training courses for new POS system using BlackBoard
- Managed relationships with strategic partners and vendors
- Developed public relations and communications strategies for product launch

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2007-2009

University of West Georgia

Carrollton, GA

Distance Education Assistant

- Provided telephone, face-to-face, and email support for faculty and students using web-based learning technologies
- Trained new student assistants and faculty on WebCT
- Assisted in delivery of faculty development programs and workshops
- Worked with students to help them excel in online classes
- Provided assistance on special projects as requested by Director

Education

University of West Georgia, Richards College of Business

August 2009

Bachelor of Business Administration: Management

Software

Word, Excel, PowerPoint, Outlook, BlackBoard LMS, Salesforce.com, MailChimp, Hootsuite, Squarespace, Zoho Inventory Management