

KATHLEEN M GORDON

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SUMMARY

A Sales and Interior Design Professional with more than ten years of management and leadership experience. Background includes solid track record with numerous performance and recognition awards received throughout my career.

EMPLOYMENT

BOYLES FURNITURE, Jamestown, N.C. 2004 -present
Interior Designer

Assess customer needs to stay within their budgets. Building relationships are vital in our business. Provide the best customer service possible. Annual sales average \$900,000. Awarded membership in the **Million Dollar Club** in 2006. Awarded **Best of the Best Sales Associate** in February 2007 and again in May 2007. Selected as one of three Designers in 2006 to work along with the **Dr. Phil Show** to help three Hurricane Katrina families. Utilized a \$30,000 budget to furnish their home. View it at <http://www.boyles.com/hurricane-katrina-relief/julieandrobertshouse.cfm>
Assisted with an **Extreme Makeover** home in Raleigh NC. Boyles Furniture supplied all of the furnishings. Allied Member American Society of Interior Designers

WOOD-ARMFIELD FURNITURE, High Point, N.C. 2002 - 2004
Interior Designer

Awarded membership in the **\$200,000 Sales Club**. **Awarded the Sales Team Winner** in Nov. 2002

GORDON CONSULTING AND TRAINING, Jamestown, N.C. 1999 - 2002

Developed and facilitated programs for a number of retail stores within several divisions of the company. Developed sales training programs to motivate and increase sales. Developed manuals followed by training for operators, receptionist order status, customer service and sales people. Worked with a clothing retailer who provided clothes for a Dress for Success fashion show for Wood-Armfield sales employees.

INDEPENDENT CONTRACTOR, Jamestown, N.C. 1999 - 2002

Tribuzio & Hilliard Photography Studio Designed and accessorized room scenes for retail catalogs. **Independence Furniture** A 9000 square foot showroom. Rendered space planning purchased accessories and hired all of the freelance workers for the April and October furniture markets. **Thomasville Furniture Industries** Accessorized the showroom for April 2001 furniture market.

BOYLES FURNITURE, Jamestown, N.C.

1988 -1998

Sales Manager

1997 -1998

Accountable for the stores sales in excess of \$38,000,000 annually. Supervised 42 sales professionals. Developed a training manual that was used in four stores and two states. Developed training programs in customer service, product knowledge and computer skills.

Team Leader

1996 - 1997

Supervised 8 commission sales professionals and managed a budget of \$8,000,000. Implemented store policies for sales staff. Created a mentoring program and developed the program into a company wide training procedure.

Designer / Boyles Spokesperson

1988 -1996

Boyle's spokesperson for **WGHP Television "Triad Homes for Sale"** weekly program. Awarded "**Most Valuable Team Player** for 1992". Earned the **\$1.000.000 Sales Club membership**.

KREBER (NORLING STUDIOS) High Point, N.C.

1985 - 1988

Interior and Studio Set Designer

Trained 2 Interior Designers. Designed a cover page for "**Casual Living Magazine**" April 1986. Freelanced designing showrooms to be viewed by worldwide buyers.

EDUCATION

Bachelor of Science, Illinois State University, Normal, IL. 1985