

# JAMES BATEMAN

## PROFESSIONAL SUMMARY

Graduate of the South Carolina Economic Development Institute and AT&T Retail Leadership Development Program. Successful at supporting economic development projects through supplier development assistance, outreach events, and identification of potential customers. Strengths include strong leadership ability, effective communication, team and relationship building, sales performance, and creative problem solving.

## EXPERIENCE

### SOUTH CAROLINA DEPARTMENT OF COMMERCE

Columbia, SC USA

#### **Assistant Manager, Small Business Development**

September 2011 – Present

Enhance the opportunity for small business growth in South Carolina by focusing on small project management, direct company contact, outreach and marketing efforts.

- Connect prospective companies and existing businesses with qualified suppliers and contractors.
- Facilitate outreach events relative to small business needs and evaluate effectiveness through client survey.
- Assist small businesses and entrepreneurs providing resources, incentive information, referrals and follow-up.
- Maintain multiple features of web portal, and update business resource guide and marketing materials.

### AT&T

Spartanburg, SC USA

#### **Retail Sales Manager**

May 2009 – September 2011

Coached and motivated team to exceed sales targets while maintaining focus on store operations and completely satisfying customer base. Managed store staff of 15 employees including two assistant managers.

- Increased customer satisfaction 46% in four months through employee engagement.
- Improved store yearly Retail Operations Audit score 16% points from March 2010 to August 2010.
- Conducted mock audits of three retail stores and trained staff on results as audit specialist for market.
- Developed three new hire sales representatives into consistent top five performers in market within six months.

### MCGREGOR & COMPANY, LLP

Columbia, SC USA

#### **Intern**

May 2007 – May 2009

Responsible for all functions of the proofing position at this local accounting firm, including but not limited to, entering trial balances into professional tax program, creating Excel spreadsheets, and maintaining the filing system.

- Assembled approximately five tax returns and final client reports daily.
- Reviewed three to five financial statements every week to assure 100% accuracy.
- Trained one new employee in proofing department every three months.

### SOUTH CAROLINA BANK AND TRUST

Columbia, SC USA

#### **Marketing and Public Relations Intern**

June 2008 – August 2008

Completed daily tasks and projects for the marketing department at this South Carolina community bank.

- Tracked SCBT media coverage, researched SCBT stock listings, and updated media lists.
- Assisted the Director of Public Relations with one ground breaking event and two employee orientation events.
- Created Excel document to track survey responses from training courses.

### ECI

Columbia, SC USA

#### **Market Research Analyst Intern**

May 2008 – July 2008

Conducted in-depth market research and worked as a team with other interns on client projects at the South Carolina Export Consortium.

- Identified global and domestic markets and entry strategies for client companies.
- Performed competitive analysis to determine industry trends, potential partners, and areas of growth for clients.
- Compiled two customized final client reports.

**EDUCATION**

MOORE SCHOOL OF BUSINESS, University of South Carolina

Columbia, SC USA

**Bachelor of Science, Business Administration**

May 2009

**Majors:** Business Management and Marketing

**Minor:** Public Relations

**GPA: 3.65**

President's List, Dean's List, LIFE Scholarship, Moore School of Business Alumni Scholarship

**LANGUAGES**

English: Native    Spanish: Basic

**IT SKILLS**

Proficient with Microsoft Outlook, Word, Excel, PowerPoint, and Publisher, as well as Adobe Acrobat, Maximizer, Customer Relationship Management software, and Sharepoint.

**AWARDS**

Eagle Scout (received September 2002)

Best of the Best Carolinas Store Managers 2009

Top 3 Manager in Upstate SC 2010

**ACTIVITIES**

Delta Tau Delta Fraternity 2007 - 2009, Vice President

University of South Carolina Marching Band, 2005 - 2006

Alpha Lambda Delta Honor Society

National Society of Collegiate Scholars