

Eli Carey

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SUMMARY

Traveling **clinic manager** and sales leader with eight years in commission-driven wellness and aesthetic services. Leads **client consultations**, treatment-plan presentations, financing discussions, retention efforts, and multi-location coverage with steady focus on client trust. Has guided teams of two to five employees, reviewed lead conversion, sold percentage, revenue, referrals, and appointment trends, then turned findings into practical coaching actions. Experience includes interim clinic leadership, manager onboarding, scheduling coordination, sales software, confidential records, and frequent flight and vehicle travel. A **bachelor's degree**, consultative sales certification, **valid driver's license**, and record of exceeding goals support readiness for a fully traveling role. Eager to bring thoughtful selling, adaptable leadership, and dependable operating support across national clinic locations while helping each team create meaningful client outcomes and sustained revenue.

EXPERIENCE

Traveling Clinic Manager

March 2023 - Present

Northstar Wellness Clinics

Grand Rapids, MI

Provides interim sales and operating leadership across 18 wellness clinics, supporting consultations, team performance, scheduling continuity, manager onboarding, and revenue growth during vacancies or demand surges.

- Stabilized manager coverage across 18 clinics through rapid workflow assessment and focused daily operating plans.
- Converted consultation insights into treatment recommendations and financing discussions that supported confident package decisions.
- Turned weekly conversion, **sold percentage, revenue**, and referral data into targeted coaching actions.
- Coached two to five employees per assignment on listening, **negotiation**, closing, follow-up, and confidential communication.
- Rebuilt CRM **follow-up** routines at underperforming clinics, creating a steadier path from inquiry through retention.
- Supported new manager **onboarding** through consultation demonstrations, reporting guidance, **scheduling** controls, and daily performance huddles

Regional Sales Manager

June 2020 - February 2023

ClearSkin Treatment Centers

Chicago, IL

Managed sales performance across five clinics offering personalized treatment programs, pairing regional coaching and pipeline review with staffing coordination, client experience, and monthly revenue priorities.

- Exceeded assigned **sales goals** in 10 of 12 full quarters through structured consultations and disciplined **follow-up**.
- Improved clinic focus through weekly **CRM** reviews covering pipeline, response time, **sold percentage**, revenue, cancellations, and referrals.
- Used role-play sessions to strengthen objection handling, ethical recommendations, negotiation, and retention conversations.
- Coordinated staffing and appointment availability with operations teams, improving handoffs from consultation through follow-up.
- Protected client records and **payment information** through consistent documentation standards and discreet service practices.
- Aligned five clinic teams around revenue priorities, client experience measures, schedule utilization, and local staffing needs

Clinic Sales Supervisor

August 2018 - May 2020

Radiant Path Aesthetics

Indianapolis, IN

Supervised daily sales activity for a high-volume aesthetics clinic, guiding four employees through consultations, package presentations, follow-up, retention, reporting, and client service standards.

- Coordinated four-person sales coverage around consultations, package presentations, follow-up tasks, and client retention.
- Connected client goals with treatment recommendations through needs-based consultations rather than discount-led conversations.
- Monitored lead sources, attendance, close rates, financing usage, and **follow-up** actions through **sales software**.
- Trained new associates on listening, **presentation** structure, confidentiality, referral requests, and accurate system updates.
- Recovered stalled opportunities through scheduled outreach and personalized education, strengthening enrollment continuity.
- Earned quarterly recognition for goal attainment while maintaining positive client feedback and dependable documentation

Client Consultant

July 2017 - July 2018

Harborview Wellness Studio

Fort Wayne, IN

Guided prospective clients through structured consultations and service selection in a commission-driven clinic, building early expertise in needs discovery, follow-up, financing, and relationship-based sales.

- Guided prospects through structured consultations, treatment questions, service options, and informed purchase decisions.
- Built early **consultative selling** skills through needs discovery, value communication, objection handling, and **closing**.
- Maintained accurate prospect notes, appointment records, financing selections, and **follow-up** tasks in clinic systems.
- Followed up by phone and email, using **active listening** to address concerns and sustain client interest.
- Requested reviews and **referrals** after positive interactions while protecting confidential personal information.
- Earned promotion after building a dependable pipeline, trusted relationships, and consistent monthly performance

PROJECTS

National Coverage Readiness 📅 2026

Reliable clinic coverage matters because every client deserves continuity, clear guidance, and a welcoming experience. Created a practical readiness model using consultation standards, KPI reviews, scheduling controls, and manager onboarding lessons from multi-location assignments.

Client Access Sales Playbook 📅 2024

Meaningful growth begins with helping clients make informed choices. Developed a sales playbook connecting needs discovery, treatment packages, financing education, follow-up, reviews, and referrals into a more personal clinic experience.

LEADERSHIP & AWARDS

- Regional Sales Excellence Award, ClearSkin Treatment Centers, 2022
- Quarterly Goal Achievement Award, Radiant Path Aesthetics, 2019
- Dean’s List, Ball State University, 2016
- Peer Mentor, Ball State University Business Career Network, 2016 - 2017

EDUCATION

Bachelor of Science in Business Administration

Ball State University GPA: 3.7

2017
Muncie, IN

Coursework: Sales management, Consumer behavior, Business analytics, Organizational leadership

CERTIFICATIONS

- Consultative Selling and Negotiation Certificate, HubSpot Academy 📅 2022
- Valid Driver’s License 📅 2017

TECHNICAL SKILLS

- **CRM Platforms:** HubSpot CRM, Salesforce, Microsoft Dynamics
- **Sales Reporting:** Lead conversion, Sold percentage, Revenue reporting
- **Consultation Methods:** Needs discovery, Value-based recommendations, Treatment planning
- **Financing Processes:** Financing options, Payment discussions, Access planning
- **Scheduling Systems:** Appointment scheduling, Queue management, Schedule utilization
- **Performance Analytics:** KPI analysis, Pipeline review, Trend analysis
- **Client Relationship Tools:** Follow-up workflows, Review requests, Referral tracking
- **Communication Tools:** Phone, Email, Presentation software
- **Team Development:** Role play, Coaching, Manager onboarding
- **Travel Operations:** Flight travel, Vehicle travel, Rental vehicles
- **Information Handling:** Confidential records, Payment information, Discreet documentation
- **Sales Methodologies:** Consultative selling, Negotiation, Closing

SKILLS

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|------------------------|---------------------------|----------------------|----------------------|
| • Consultative Selling | • Treatment Package Sales | • Sold Percentage | • Scheduling Systems |
| • Negotiation | • Financing Options | • Revenue Reporting | • Team Coaching |
| • Closing | • Customer Retention | • KPI Analysis | • Nationwide Travel |
| • Client Consultations | • Lead Conversion | • CRM Sales Software | |

PROFESSIONAL AFFILIATIONS

- Volunteer Interview Coach, Northeast Indiana Workforce Center, 2018 - 2020
- Peer Mentor, Ball State University Business Career Network, 2016 - 2017
- Professional participant in wellness and aesthetics sales leadership networks

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST