

# Andrew Frank

## INTERNATIONAL SALES REPRESENTATIVE

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I have sales and management experience Eager to learn new things. Strive for continued excellence. Provide exceptional contributions to customer service for all customers. I also have experience in learning and excelling at new technologies as needed. My experience includes but is not limited to: Customer service and support Collecting and analyzing data, Process improvement and documentation

## EXPERIENCE

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AUG 2014 - PRESENT

### International Sales Representative

#### Dell Interactive Inc

- Selling company goods; managing client relationships through all phases of the sales cycle;
- Assisting customers with complaints or inquiries related to products, services, or purchases;
- Drafting contracts and overseeing all purchase agreements;
- Managing pricing and sales data, as well as activity reports; monitoring market fluctuations, tendencies, and trends as well as following competitor's activity.
- Working as part of a team within an organization in charge of importing/exporting products and goods in and out of a country.

FEB 2011 - MAY 2014

### Key Account Manager

#### Dreamz Center

- Responsible for the processing of the orders, the management of sales, and relationship with big customers (national and international).
- Identifying new sales opportunities and reaching the company's sales target;
- Managing and solving conflicts with clients;
- Interacting and coordinating with the sales team and other staff members in other departments.

JUL 2009 - OCT 2010

### Customer Adviser

#### Chem Sole Inc

- Processed and consolidated all incoming sales orders.
- Answering the incoming e-mails and phone calls, responding to client issues and resolving problems.

## SKILLS

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- Microsoft Office
- Market Planning
- Commercial Management
- SAP ERP
- Public Relations

## EDUCATION

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OCT 2005 - JUL 2009

Musical performance - singing  
San Jose State University