

MARVIN TELLO

Sales Specialist

mtello@email.com

(123) 456-7890

San Antonio, TX

LinkedIn

EDUCATION

Bachelor of Arts

Business Management

**Texas A&M University
Central Texas**

2012 - 2016

Killeen, TX

SKILLS

Negotiation

CRM (Salesforce)

Problem-solving

Lead Generation (LinkedIn,
email)

Reporting

Results-oriented

Microsoft Office (Word, Excel,
PowerPoint)

CAREER OBJECTIVE

As a forward-thinking sales person with 5+ years of experience and over \$2M in sales, I know firsthand the importance of empathy and attentiveness in closing a deal. Seeking a sales role where I can continue to foster and hone these traits as I continue to grow within an accomplished sales organization like Pitney Bowes.

WORK EXPERIENCE

Sales Specialist

Humana

September 2018 - current

San Antonio, TX

- Created and delivered presentations to decision makers, leading to a 27% improvement over expected lead conversion
- Recruited physicians and staff to attend local, regional, and national training programs for Humana products, resulting in \$285,000 in new revenue
- Supported the evaluation of new products, and provided clinical feedback to marketing and sales
- Provided primary clinical training and education to customers, which improved the adoption of new products by 36%

Sales Representative

TQL

April 2016 - September 2018

San Antonio, TX

- Executed on outbound calling strategy to warm leads, leading to a close rate of 26%, which exceeded expectations by 50%
- Worked closely with existing customers to understand their needs, resulting in \$400,000 in retention revenue
- Recorded notes in Salesforce to on-board customer service reps and account managers to customer profiles
- Maintained up-to-date knowledge of sales strategies and product offerings, leading to \$225,000 in up-sell revenue

Assistant Manager

Family Dollar

June 2013 - April 2016

Killeen, TX

- Served as point of contact for customer resolution, successfully deescalating 95% of issues without management involvement
- Handled merchandise returns, assisted manager with ordering new merchandise, and scheduled store associates to accept deliveries and transfer to stockroom and sales floor
- Trained 20+ sales associates in running the POS system, customer service practices, and opening and closing processes
- Deposited cash and checks to bank, and helped the store manager maintain accurate records and time cards for payroll