

Summary

Sales Representative with a solid record of consistently achieving customer retention goals through relationship building and advanced product knowledge.

Detailed Sales Representative well-known for turning problem accounts into long-term customers. Reliable and quick-paced.

Proponent of team-based sales efforts.

Multi-talented Sales Assistant adept at handling any store department. Talent for inventory management and documentation. ambitious in advancing personal expertise and company sales performance.

Proven skills in promoting products and boosting revenue by connecting with customers and effectively communicating sales recommendations. Well-organized, reliable and experienced in setting up displays, restocking shelves and supporting in-store customers with knowledgeable assistance. Enhance store loyalty with unparalleled support.

Skills

- Product and service knowledge
  - Territory sales
  - Sales closing
  - Product management and pricing
  - Relationship selling
  - Inside and outside sales
  - B2B and B2C sales
  - Post-sales support
  - On-site product demonstrations
  - Customer retention abilities
  - Client account management
- Market research and analysis
  - Business development
  - Negotiation Tactics
  - Sales development
  - Prospecting skills
  - Sales Forecasting
  - Customer needs assessment
  - Product merchandising
  - Strategy development
  - Territory growth
  - Product merchandising and distribution

Experience

Sales Advocate, 12/2019 to 10/2021

Assurant – Kennewick, WA

- Placed orders and answered customer questions in-person, through email and over phone to maximize customer service.
- Contacted new and existing customers to outline benefits of products.
- Monitored customer order process and addressed customer issues.
- Fostered relationships with customers to expand customer base and retain business.
- Identified customer needs to deliver relevant product solutions and promotions and meet target budgets.
- Improved overall customer purchasing experiences to promote steady revenue.
- Followed-up with clients after installations to assess quality service and customer satisfaction.
- Demonstrated product features to align with customer needs.
- Prepared and processed contracts and order forms for new and existing customers.
- Created and implemented store displays, promoting sales and growth.

Home Based Reservations , 10/2012 to 01/2019

South Carolina Job Board – Bennettsville, SC

- Assisted customers via phone by providing confirmations, answering questions and offering general information.
- Delivered exceptional service to every customer through active engagement, effective listening and well-developed interpersonal skills.
- Researched and resolved customer issues.
- Relayed information on availability, pricing and discounts to customers.
- Verified guest information and payment options ensuring accuracy and completeness.
- Reviewed guest information and payment options, checking for accuracy and completeness.
- Coordinated with front desk staff to maintain maximum occupancy.
- Kept accurate knowledge of types of rooms available at various resort locations.
- Collaborated with sales department to arrange large group hotel bookings for such special events as destination weddings.

Customer Care Professional, 08/2018 to 09/2018

Amex – City, STATE

- De-escalated customer issues with proven conflict mediation and problem-solving abilities.
- Promptly responded to customer inquiries and resolved complaints to promote loyalty.
- Documented conversations with customers to track requests, problems and solutions.
- Researched resolutions, contacted necessary departments and responded back to customer back phone, mail or fax as follow up.
- Kept customer and system account information accurate and current to support timely resolutions for concerns.
- Reviewed customer account information to determine current issues and potential solutions.
- Documented customer inquiries and feedback and entered service delivery suggestions in company database.
- Interacted with customers to provide and process information in response to inquiries, concerns and requests about services and products.

Associate Teacher, 08/2000 to 09/2011

Sandhills Children S Center – City, STATE

- Cultivated and deepened relationships with students and parents.
- Observed and tracked behaviors to assist with assessments.
- Assisted main teacher in conducting inside and outside activities with students.
- Collaborated with parents to develop and maintain strong support networks and build rapport to foster seamless communication.
- Identified children in need of extra support for emotional, health-related or developmental concerns and conceived improvement strategies.
- Upheld consistent group schedule with diverse experiences, activities and instructional times.
- Applied knowledge of wide range of instructional and immersive strategies to develop student interest in topics.
- Built and strengthened positive relationships with students, parents and teaching staff.
- Differentiated instruction according to student skill level.
- Helped students build learning and study skills to achieve educational goals.

Education and Training

High School Diploma: 05/1997

Independence High School - Charlotte, NC

Early Childhood Education, 05/2001

Sandhills Community College - Pinehurst, NC