

JOEL COOPER

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SUMMARY

Energetic and award-winning Inside Sales Representative with background in service sales. Skilled at building and managing key account relationships and closing high value contracts. Goal-driven sales professional who diligently follows up on all leads to drive new business.

HIGHLIGHTS

- Sales Associate of the Year in 2011 and 2013
- Specializes in custodial markets
- Lead development
- Revenue generation
- New account creation
- Key relationship management
- Interpersonal skills
- Competitive and results-oriented
- Clear and articulate phone manner
- Analytical problem solver

ACCOMPLISHMENTS

- Consistently exceeded daily sales targets.
- Met monthly sales goals for 15 months straight.
- Earned four bonuses during the first two years of employment.

EXPERIENCE

02/2009 to Current

Inside Sales and Service Representative

Facility Cleaning Services and Supply — New Cityland, CA

- Sell cleaning products, supply contracts, and cleaning services inside large cleaning supply store and service center.
- Answer customer questions about products, delivery contracts, and service options.
- Write up proposals and draft contracts.
- Perform in store demonstrations of products.
- Schedule facility walk-throughs to discuss options and quote services.
- Spend 20-30% of work day cold and warm calling prospective clients to prospect new business.
- Maintain up to date knowledge of industry practices and products.
- Train new inside and outside sales representatives on company rules and software systems for sales tracking and order input.

09/2004 to 03/2009

Inside Sales and Service Representative

Office Supply Company — New Cityland, CA

- Learned and continually improved knowledge of cleaning supply and service industry to better serve clients, increase revenue, and exceed sales and prospecting goals.
- Attended trade shows and industry conferences at every opportunity.
- Collaborated with established sales professionals to hone sales strategies.
- Awarded Top Performer Award in 2008 for consistent high performance and surpassing of sales goals.

EDUCATION

2004

Bachelor of Science: Business Management

California State University — New Cityland, CA

Coursework in Accounting, Management, International Business, Finance, and Leadership

3.74 GPA