

KRISTINA K. FORBES

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Experienced sales representative with a successful track record in business to business and consumer sales. Proactive at reaching out to build and maintain relationships while enhancing customer/client experiences.

Areas of Expertise

- Customer Relationship Management
- Solutions Focused
- Cross – Functional Teamwork
- Account Management
- Sales Expertise
- Quality Standards
- Customer Engagement
- Thought Leadership
- Excellent Communication
- Data Management
- Price Negotiation
- High Performance

PROFESSIONAL EXPERIENCE

Windstream Communications - Charlotte, NC

9/19-Present

Consumer/SMB Direct Sales Specialist

- Manage residential and business to business sales for small to medium size business customers
- Prospect new customers through outbound sales leads using consultative sales techniques
- Provided telecommunications advice on business infrastructure to ensure product compatibility and customer satisfaction

Custom Granite Solutions, LLC - Matthews, NC

9/17-6/19

Business Operations Manager

- Manage a small granite fabrication storefront business.
- Work with all our customers through the process of selecting their material and managing the project from beginning to end.
- Handle all financials, customer management, payroll, purchasing, receiving, sales and upsells, and customer complaints/escalations.

Windstream Communications - Charlotte, NC

12/10-1/17

Corporate Account Representative/SMB Field Sales

- Managed business to business sales for small to medium size business customers
- On average exceeded monthly sales quotas
- Identified and qualified inbound and outbound sales leads using consultative sales techniques
- Provided telecommunications advice on business infrastructure to ensure product compatibility and customer satisfaction
- Resolved manager and department escalations. Mentored all new hires.

Bilingual Business Sales Consultant

- Handled inbound calls for new and existing small business customers
- Achieved monthly sales goals while surpassing quality assurance guidelines
- Mentored new business sales consultants. Provide side-by-side consultations, system and product education, and new sales techniques to new hires.

EDUCATION/LICENSES

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- Rutgers, The State University - B.S. Degree in Computer Science
 - **Real Estate License**, 2001 (NJ), **2008 (NC)**