

# Keith Swann

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619-586-4071

## Work Experience

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### **Porter**

Sheraton - San Diego, CA October

2018 to January 2020

Worked closely with Housekeepers keeping there carts supplied and assisting with Room cleaning. Striped Beds and kept hotel hallways clean . Greeted and responded to guest request in a time manner.

### **Inside Sales Representative**

James Sanson Group - Phoenix, AZ

June 2017 to July 2018

James Sanson Group, Phoenix Arizona

Lead Generator,

Working on Progressive Dialer making 1400 calls per day setting appointments for Arizona top Real Estate Team. Taught training class to new agents on using the Mojo Dialer. Created new scripts which lead to 50 percent increase in set appointments.

### **Concierge**

SolarCity - Las Vegas, NV

April 2016 to June 2017

- Worked with the customers to review site plans and changes to the contract or design from the original sale, compared to the final engineering design.
- Persuaded customers to return paperwork in a timely manner and resolve obstacles to ensure this happens
- Manage and prioritize a high volume of internal and external inquires via email and phone

### **Inside Sales Representatives**

South Bay Circuits - Phoenix, AZ

September 2015 to January 2016

- Work in partnership with our field sales reps to secure appointments for them with their target prospects.
- Manage my assigned territory in an organized and systematic fashion.
- Develop business through a combination of methods that may include all or in part: research, lead generation, prospecting, and networking with new clients.

### **Account Executive**

Yelp - Phoenix, AZ

May 2015 to September 2015

Responsibilities included new business prospecting, scheduling client introductions and meetings and education small business on the power of Yelp advertising.

### **Customer Service Representative**

PSI Exams Online/Ultimate Staffing - Las Vegas, NV

January 2014 to April 2015

- Through Ultimate staffing after 90 days was promoted from File Clerk to Call Center and was a permanent employee.
- Took inbound calls from Candidates inquiring about taking Government Exams, answered all questions and scheduled them at exam centers throughout the United States and Canada, monitored voice mail and made spread sheet of overflow calls and assigned representatives for call back

### **Customer Support**

FCI Incorporated - Seattle, WA

January 2013 to January 2014

- Resolved Customer inquiries via email, live chat and phone.
- Most calls were for billing inquiries, web site navigation and product questions
- Processed payments and credits, Investigated fraud claims
- Produced and Directed blocks of cable TV show.

### **Customer Service Lead**

Public Communication Services - Los Angeles, CA

September 2004 to January 2013

- Responsibilities were to maintain files for government contracts and review, process department expense reports.
- On a daily basis monitored emails and faxes to ensure Tech Service Rep are opening trouble tickets and closing within contracted time.
- Managed debit fulfillment representative and assisted shipping clerk when needed. Answered inmate complaints about phone service and provided customer service to vendors and clients at the prisons, moreover made random visits to facilities and met with prison officials about needs and concerns over the inmate phone service.
- Created Weekly Customer Service Survey that provided feedback on clients needs.
- Utilized word, excel and power point.

### **Account Executive**

Trader Publishing

August 2003 to August 2003

- Performed outbound cold calling to businesses that were looking for personnel and sold them print and Internet advertising, moreover created, wrote copy and performed customer service on the ads sold.
- Also contacted previous clients and convinced them to advertise
- In 2004, ranked number one in Internet Sales in the Southern Cal Office.

## Education

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### **Communications**

Indiana State University - Terre Haute, IN

## Skills

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budget, Outlook, maintenance, Scheduling, Communications, Sales, Cash Handling, training, Marketing, Receptionist, Customer Service Skills

## Certifications/Licenses

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### **Driver's License**

## Additional Information

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Outstanding sales, interpersonal and organizational skills. Exceptional at developing and maintaining relationships with key customers and providing customer service. Committed to teamwork, leadership and excellence. Self-motivated and work well independently with little or no supervision.