

Steve Ananko

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Work Experience

Senior Customer Service Agent

Walmart - Las Vegas, NV
April 2021 to Present

- Achieved high satisfaction rating through proactive one-call resolutions of customer issues.
- Sought out training opportunities to enhance customer relationship management abilities and further boost satisfaction scores.
- Researched issues through identification of similar past problems and recommended most appropriate solution.
- Addressed escalated customer service issues sent from sales and service teams to save customer relationships.
- Developed highly empathetic client relationships and earned reputation for exceeding service standard goals.

Lead Sales Associate

ASHLEY FURNITURE HOME STORE - Las Vegas, NV
2019 to 2020

Key Accomplishments and Responsibilities

- Performed daily high-end furniture products and other store merchandise sales operations.
- Presented an array of items to best suit customer's needs per their specific desires.
- Negotiated store contracts with customers locking in price, products, and incentives driving monthly revenue by up to \$23,000 over set goals.
- Trained and inspired 7 new hires who all produced well and stayed with the company until the unavoidable recent business shutdown.
- Monitored department inventory alerting manager of popular items, and often suggested reordering these products.
- Upsold customers 60% of the time; 20% more than they originally planned to spend.
- Achieved award for best Furniture Protection Plan Sales Producer of the Year.

Communication Specialist

SUTHERLAND GLOBAL SERVICES - Las Vegas, NV
2018 to 2019

Key Accomplishments and Responsibilities

- Addressed customer questions, complaints, and billing inquiries at a very busy call center.
- Handled up to 200 calls per day resolving issues during their initial contact call.
- Provided expertise in the complete line of AT&T products and services as were available.
- Utilized sophisticated computer and web-based tools for demonstrations and updating customer database information.

- Assessed and identified vertical markets to target and created new business proposals to achieve optimal overall penetration.
- Maintained a 73% customer retention rate versus company par of 62%.
- Drove sales revenue by upselling an average 47% of the time.
- Built a loyal customer base and generated substantial new business for the company.
- Made financial decisions to protect/collect revenues; and adjusted customer accounts.

Technician Specialist

BMB COMMUNICATIONS - Little Egg Harbor, NJ
2014 to 2018

Key Accomplishments and Responsibilities

- Installed and serviced residential satellite systems; and processed orders.
- Troubleshoot issues successfully avoiding any temporary downtime for customers.

Manager

HACKETTSTOWN BILLING ASSOCIATES - Hackettstown, NJ
2011 to 2014

Key Accomplishments and Responsibilities

- Managed all aspects of business operations, sales, and customer service as a 3rd party medical billing business for 6 major MRI medical center offices.
- Supervised 8 employees performing billing, coding, collections, and electronic submissions.
- Setup new computer system and trained personnel on all aspects of operation.
- Increased client collections from \$525,000 to \$910,000 per month; and increased company revenue from \$170,000 to \$305,000 per month.

Sales Manager

BEDROCK STONE & SUPPLY - Lakewood, NJ
2006 to 2010

Key Accomplishments and Responsibilities

- Directed daily sales and customer service business operations; supervised 4 employees.
- Recommended stone and brick products to contractors and home owners to customers based on needs, features, availability, price, and aesthetic preferences.
- Contact and develop key relationships with key executive level decision makers.

Manager

PUBLIC STORAGE - Las Vegas, NV
2004 to 2006

Key Accomplishments and Responsibilities

- Supervised public storage rental operations for a 190-unit location with 2 employees.
- Managed property maintenance, billing and account collections with zero accident claims.
- Achieved 83% customer contract renewal rate; collected 93% of money due on time.

Education

Some College in Business Management Program

Johnson & Wales University - Charleston, SC
1990 to 1991

Skills

- Business Management
- Medical Billing
- Profit & Loss
- Sales Management
- CRM software
- Customer service
- Customer Relationship Management
- Management
- B2B sales

Additional Information

CORE COMPETENCIES

- Business Development • Concept Selling • B2B and Retail
- Contract Negotiations • Client/Vendor Relations • Brand Awareness
- Large Territory Mgmt. • ICD10-CPT, OSHA • Marketing Design
- Local/National Venues • Call Center Management • IT Specialist
- Performance Metrics • Corporate Trainer • P&L Management