Romaine Woods Tel: 702-470-7170

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Sales Professional

SUMMARY  
Sales and Customer Service Rep with over 10 years’ experience with impeccable business sense, high sense of urgency and strong work ethics; having the ability to cultivate, secure, and maintain long term relationships to build revenue and retention in business to business service, inbound and outbound call center.  
As Sales Consultant I was directly responsible for selling new and used vehicles at dealership while maximizing gross profit, volume and maintaining high customer satisfaction standards.

AREAS OF COMPENTENCIES  
 Strong written and oral communications skills.  
 Use of social Perceptiveness to negotiate by evaluating level of engagement and communications styles.  
 Ability to remain calm in all situations and provide clients with the focus and confidence which will enable them to trust in the decision to accept business ventures.  
 Using critical thinking skills to solve issues, create solutions and recommendations which will add value to client business goals.  
 Compelling leaderships skills; ability to use a hands-on approach as well as delegate daily task and duties.  
 Providing excellent customer service by providing business care which allows clients to feel like there are receiving individualized services which are tailored for their organizational vision.  
Realize that business is built on customer satisfaction and devote himself/herself to satisfying  
customers needs and providing excellent customer service.  
 Determine each customer’s vehicle needs by asking questions and listening.  
 Treat every person calling or visiting as a buyer.  
 Give every customer a presentation and demonstration.  
 Know how to stay off price and focus on value.  
 Know how to overcome objections and close the sale.  
 Maintain an owner follow-up system that encourages repeat and referral business and contributes to customer satisfaction.  
 Maintain a prospect development system on sold and unsold customers.  
 Keep abreast of new products, features, accessories, etc., and their benefits to customers.  
 Keep abreast of incoming used-vehicle inventory.  
 Work with the Service Department to ensure that vehicles are reconditioned as expected and on schedule.  
  
 Review and analyze actions at the end of each day week, month, and year to determine how to better utilize time and plans more effectively.  
  
PROFESSIONAL EXPERIENCE  
Sales Professional – Trader Publishing Company | Las Vegas, NV 12/2006 – 08/2020  
  
Supervised the daily operations of the publishing company and distributions’ personnel to ensure smooth process of compiling the newspaper and distribution to assigned routes  
 Completed about 200 Cold-calls plus per day to gain new client prospective and referrals.  
 Liaised between the customer and internal departments.  
 Managed client relationships and expectations during the sales process.  
 Created and scheduled routes for drivers based on daily business needs and weather conditions.  
 Conducted training for new hires on the organizational policies, route locations and practices.  
 Purchased office and other supplies for the company and distribution teams.  
 Maintained repairs and cleanliness of newspaper boxes at various public locations.  
 Maintained compliance for licensure with the City for approval to locate newspaper boxes in public areas.  
Sales Professional/Manager – Coca Cola Enterprises | Las Vegas, NV 07/2003 –  
12/2006  
Responsible for day to day activities of directing, controlling and coordinating all phases of the Distribution operations  
 Assisted in the selection, supervision, and development of subordinate personnel.  
 Oversaw the transportation of goods from production site to consumer and client.  
 Verified the orders and delivery schedule with the companies receiving the products.  
 Created and modified the routes to support business needs and address any issues.  
 Managed awards and recommendation programs for distribution employees.  
 Worked with Union representatives to insure that all administrative and personnel actions were in compliance with the laws and regulations  
Sales Consultant- Mercedes-Benz  Temecula, California 02/2000 – 06/2003  
DUTIES AND RESPONSIBILITIES  
Maintain strict confidentiality of confidential personal information of our customers in compliance with the Federal Trade Commission Safeguards Rule, implementing the provisions of the Gramm-Leach-Bliley  
Act as they pertain to automobile dealerships.  
  
EDUCATION  
High School Diploma –Akron Ohio