Romaine Woods Tel: 702-470-7170

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Sales Professional

SUMMARY

Serviced over 10 years in the U.S. Military.

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.

* Able to leverage other resources to assist with top penetration opportunities and new accounts opening.
* Able to develop new business; identify prospective customers by utilizing market intelligence databases, as well as business directories, following leads from existing clients, participating in organizations and clubs, and attending trade shows and conferences.
* Able to know the market conditions, product innovations, and competitors' products, prices, and sales; share information with customers as part of value-added services provided.

AREAS OF COMPETENCIES  
 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  
Realize that business is built on customer satisfaction and devote himself/herself to satisfying  
customers needs and providing excellent customer service.  
  
 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.  
  
 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 – 06/2021  
  
Supervised the daily operations of the publishing company and distributions’ personnel to ensure a smooth process of compiling the newspaper and distribution to assigned routes  
 Completed over 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 ensure that all administrative and personnel actions were in compliance with the laws and regulations..  
  
EDUCATION  
High School Diploma –Akron Ohio