Maurice B. Waters

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**SUMMARY:**

Highly experienced, motivated, organized, personable and creative corporate sales/customer service professional with the proven ability to generate new business and thoroughly penetrate and retain existing accounts in a fast paced environment with minimum supervision. Excellent verbal, written, listening, problem solving and negotiation skills. Comfortable interacting and delivering presentations with C-level executives and the consumer. Excellent prospecting, closing and customer service skills**.**

**EXPERIENCE:**

**C3/Everise, Las Vegas, NV June 2020 – Present**

**Technical Support Representative – eero account**

* apply defined practices, procedures and company policies to troubleshoot and resolve product and technical support investigations primarily with eero wireless routers and many associated peripherals.
* Interact directly with customers in a work from home environment utilizing strong written and verbal communication skills as well as deep customer empathy to resolve their issues in a timely fashion.

**HelloFresh, Linden, NJ** May 2016 – May 2017

**Customer Retention Account Executive**

* Contract position where the primary responsibility was to provide customer retention.
* Provided customer service in a heavy inbound call center environment
* Provided instruction on how to more efficiently use the HelloFresh online software.

**Time Warner Cable, New York, NY** Dec 2014 – May 2016

**Concierge Account Executive**

* Managed up to 25 buildings gaining access to these buildings to sell internet, phone & other cloud based products.
* Position required developing relationships with property owners, co-op boards, leasing agents, real estate developer’s contractors & superintendents to generate new business through referrals & maintain existing accounts.
* Provided a higher level of customer service to the end user than previously availableto ensure customer retention.

**CreditRiskMonitor, Valley Cottage, NY** May 2012 – Oct 2014

**Account Executive**

 Generated new business by placing 80 - 100 outbound cold calls per day.

 Performed online product demonstrations for C-level executives (SaaS).

 Researched & provided needs analysis on prospective clients.

 Exceptional closing ratio.

**Web Access Newark, NJ** Dec 2008 – Nov 2011

**Regional Account Executive/Channel Account Manager**

 generated new business through cold calling, professional networking & other methods.

 thoroughly penetrated & provided customer service for existing accounts.

 Responsible for sales in the northeast region.

 Delivered C-level presentations at trade shows & at customer sites.

**Troi.Net, Staten Island, NY** Oct 2006 – Dec 2008

**Senior Account Executive**

 Generated new business through cold calling, canvassing, email & professional networking.

 maintained existing accounts for our professional design, development, maintenance & managed services group.

 provided sales training for field engineers.

 Delivered C-level presentations.

**New Horizons Computer Learning Center** Aug 2004 – Sept 2006

**Account Executive**

 generated new business through cold calling & canvassing.

 provided customer service for existing accounts to ensure customer retention.

 thoroughly penetrated assigned accounts.

 Determined current and future customer needs via periodic on site visits.

**Micro Warehouse Lakewood, NJ** March 2002 - May 2004

**Sales Engineer**

 Responsible for prospecting & qualifying new business.

 completely penetrated existing accounts and regularly interfaced with point of contact to maintain existing clients & generate referrals.

 increased the overall sales of networking products by 3 percent per month.

 Responsible for relieving a quota of $175,000 in GP per month.

 provided consulting services to clients at the beginning of their project cycles.

 Provided customers with system configurations, router selections, and VPN/security solutions & networking product comparisons.

 Researched & selected wireless & storage solutions based on the features & functionality requirements of the end user.

 Managed & provided technical training for my team of 25 inside sales reps.

 Prepared & delivered engaging product presentations, showing the value add of doing business with Micro Warehouse.

 actively engaged in on-going product, technical, systems and sales training.

 50 to 75 percent above quota every month.

**SAVVIS Communications New York City, NY** Jun 1999 – Sept 2001  
**Global Account Manager**

 Evaluated end users existing wide area connection technologies.

 recommended any of the following technologies to accomplish the end users goals (ATM, Frame Relay,

Intelligent IP, VPN, OC-X, Hosting or some form of integrated access).

 Responsible for establishing new business relationships within & outside the financial community.

 thoroughly penetrated existing accounts.

 consistently 25 to 50 percent above quota.

 Delivered C-level presentations at customer sites & trade shows.

**EDUCATION:**

**Essex County College, Newark, NJ**   
Associates of Arts & Science Major: Engineering Technology  
**New Jersey Institute of Technology, Newark, NJ**

Bachelor of Science Major: Engineering Technology  
**Professional Certifications:**

Certified Cisco Sales Expert, Comp TIA A+, Certified NetWare Sales Professional, HP/COMPAQ Networking Sales training, Cisco Voice Video & Data Integration, Cisco VoIP, 3Com Layer 3 and Layer 4 Switching, Check Point, Novell Group Wise. SUN Workgroup, Enterprise, Interoperability & Server Consolidation. SUN E10K and A7000 sales training. HP SAN solutions training, Windows 95/98, 2000, XP Pro, 7, 10 & MS Office Suite