C I S C O O R T E G A

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**OBJECTIVE**: A ROLE IN SALES OR MANAGEMENT SERVICES SECTOR

**PROFESSIONAL SUMMARY OF QUALIFICATIONS**

A proven professional with a strong dedication to customer satisfaction, teamwork, integrity and commitment to continuous improvement. A self-starter who is driven and works effectively with multi-disciplinary teams. Multifaceted and highly motivated with a demonstrated capacity to learn quickly and adapt to changing environments under pressure.

**SKILLS AND QUALIFICATIONS**

* Sales Team Leader
* Internal and External Customer Service
* Process Development and Improvement
* Fundamental & Professional Selling Skills
* Efficient in Windows 7 Professional
* Oracle
* SAP/Advanced SAP
* Symbol Unit
* Mail Order Management System (MOM)
* Solar Eclipse

**PROFESSIONAL EXPERIENCE**

***Outside/Municipal Sales*** December 2018-Present

Ferguson Enterprises | Las Vegas, NV

* Establish and develop accounts in an assigned territory
* Develop and maintain relationships with assigned customer base, ensuring their satisfaction with our products and services
* Drive branch and corporate programs and initiatives
* Develop and maintain vendor relations
* Monitor sales trends and product performance

***Outside Sales/Office Manager*** March 2017-December 2018

Western Engineering Supply | SF Bay Area

* Build relationships with key decision makers to create partnerships to promote collaboration in field.
* Schedule office or job site training with clients.
* Office and job site service pick-ups and deliveries.
* Process purchase orders and billing/invoicing.
* Purchasing of supplies of our inventory.
* Overseeing service department making sure service work will be done on time.
* Taking care of all warranty repairs with manufacturers.
* Process all incoming orders and phone call requests.

***Inside Sales Representative*** November 2015-March 2017

Stevens Engineering | South San Francisco, CA

* Work closely with customers, suppliers, and internal Steven Engineering staff to identify and evaluate customer requirements and solve issues.
* Assist inside sales representatives with quotes, order-processing and general customer support.
* Develop relationship and build rapport with Field Sales team in order to attain new business opportunities over time.
* Handles incoming request via phone, email and other business media.
* Participate in call center general sales queue and generate sales with new and existing customers

***Outside Sales Representative*** February 2014-November 2015

Interline Brands | SF Bay Area

* Develop and execute strategies for gaining new business and increasing business with existing customers by presentation and profile.
* Provide proven value to customers business through increased sales, reduction of costs and increased productivity with our supply chain programs.
* Share market and competitor information with all applicable channels within the organization.
* Identify customer product needs and coordinate fulfillment with operations and inventory teams.
* Achieve monthly sales goals depicted by management team and corporate.

***Sales Representative***  June 2013-February 2014

Bay Tool & Supply | SF Bay Area

* Work independently contacting potential clients and prospects in order to identify market opportunities, key decision makers and generate leads.
* Sell products consultatively in detailing, determine customer needs and make recommendations.
* Work in conjunction with sales management team, providing proposals and implementing sales strategies to achieve sales growth.
* Build and sustain relationships with vendors, distributors, and customers while ensuring customer satisfaction and loyalty.
* Work directly with local manufacturer representatives to develop and continually improve product knowledge portfolio, in order to execute and implement company sales strategies to improve account profitability.

***Regional Site Supervisor/Specialist***  December 2006-March 2013

Thermofisher Scientific | San Francisco, CA

* Monitored and analyzed daily site performance utilizing system reports.
* Provided training to personnel on procedures and policies pertaining to customer service.
* Ensured overall timing to be on schedule, met objectives and performance targets.
* Key player in implementation of new barcoding system.
* Identified procedure improvements for the location and order processing.
* Oversaw remote personnel at the following locations: Gilead Sciences Inc., Geron, UC Berkeley, Stanford University, JGI, Nektar, Chevron, Bayer Corporation.
* Developed repeat business by establishing close and lasting relationships with customers.
* Exclusive recipient of the corporate safety award in 2007.

***Outside Sales Team Leader (effective from 2001)***  April 1992-December 2006

Grainger Industrial Supply | San Francisco, CA

* Supervised vendor trade shows.
* Supervised counter and will call staff.
* Negotiated and worked with suppliers on contracts, both long and short term.
* Maintained files on global suppliers with parts/pricing.
* Managed daily inventory cycle counts.
* Maintained showroom stock levels, processed morning reports and daily cash reports.
* Oversaw supply chain for optimal performance and results.
* Organized training seminars.
* B2B Sales
* Lead team as the lead Inventory Controls Specialist and as Lead Shipping and Receiving.

**Accomplishments and Promotions:**

* Promoted multiple times after starting as Customer Service Associate.
* Sales Team Leader, 2002
* On-Site Sales Representative for Lockheed Martin Account, 2000
* Inside Sales Team Lead, 1997
* Consistently met or exceeded sales targets by as much as 119%
* Selected to lead the company’s Mentoring and Best Practices Program