

ROBERT SMITH

Independent Business Owner I

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Qualified and highly motivated customer service specialist with over six years of customer service, clerical and retail experience in fast-paced, team-based environments. Personable and professional under pressure. Driven to exceed sales goals and build long term relationships with customers and associates. Delivers positive experiences through high-quality customer care.

EXPERIENCE

Independent Business Owner I

Leadership Team Development - SEPTEMBER 2014 - 2020

- Answered questions regarding my business, its partnerships and our merchandise.
- Educated customers about the brand to incite excitement about the companys mission and values.
- Communicated clear expectations and goals to each team member.
- Recognized and rewarded outstanding work performance to cultivate a positive and collaborative customer service culture.
- Demonstrated use and care of merchandise.
- Personally alerted customers to upcoming sales events and promotions.
- Shared best practices for sales and customer service with other team members to help improve the each business efficiency.

Independent Business Owner

Delta Corporation - 2009 - 2014

- Selling goods directly to consumers rather through retailers, usually by mail order, door-to-door selling, telephone, or the internet.
- Consistently creating \$2000+ in total revenue on a monthly basis Skills Used Building rapor with and many people and following up with a sale.
- Obtain new customers & educate them about Amway products and the Amway business opportunity.
- Build and work with a team to meet monthly sales & recruit goals.
- Due to my recruiting & training efforts, I currently oversee a team of 64 active IBOs.
- Responsible for processing purchase orders with customer and payment information such as credit cards, checks and cash.
- July 2011- Current Designed and produced unique handcrafted items Created seasonal business goals Reevaluated search terms and marketing strategies .

EDUCATION

- Associate Of Applied Science in Business Administration - (Germanna Community College - Stafford, VA)

SKILLS

Sales Training, Sales Support, Collections, Customer Service Representative.