

Small Business Consultant - Software

ROBERT SMITH

Phone: (123) 456 78 99
Email: info@qwikresume.com
Website: www.qwikresume.com
LinkedIn:
linkedin.com/qwikresume
Address: 1737 Marshville Road,
Alabama.

Objective

Seeks a long term career opportunity with a progressive organization that rewards superior performance achieved through goal-oriented hard work, individual initiative and company loyalty. Maximizes service and support, and was ranked as a consistent top performer for exceeding all established goals, objectives and Key Performance Indicators (KPI).

Skills

Technical Sales, Management, Customer Service, Communication

Work Experience

Small Business Consultant - Software

ABC Corporation - October 2013 - September 2014

- Responsible for aiding customers in the education of software and answering all questions and concerns, including basic OS and system limitations.
- Worked with as many as 25+ customers daily, supporting through researching and finding documents pertaining to QuickBooks Online, often investigating the situation to provide a resolution.
- Utilized various internal tools and resources, including LogMeIn to further troubleshoot issues and direct the customer with the proper direction toward resolution.
- Identified trends and issues across multiple client accounts, creating reports and distributing to management and peers to achieve consistency in operations.
- Consistently a top performer achieving best-in-class customer satisfaction ratings from customer surveys by building a strong rapport with clients and demonstrating outstanding knowledge of the product suite.
- Increased overall performance at the individual, team and department level by showing leadership through coaching, training and mentoring of policies, processes, and procedures, as well as product best practices.
- Cross-trained in both QuickBooks and Payroll, including both classic and the all-new QuickBooks software.

Small Business Consultant

ABC Corporation - 2008 - 2013

- The "on-site" Small business expert (SBE) for small business customer wireless and wired needs.
- Creatively and effectively propose different offers to companies based on previous knowings of the companies interest as well as building reports to appeal to personal wireless needs as well as professional.
- Responsible for attending a weekly business meeting and training the rest of the store employees the following morning during the weekly store meeting.
- Completed Certification as an "Apple Master Trainer" in iOS software.
- Responsible for meeting and excelling above a monthly sales quota.
- This is Dummy Description data, Replace with job description relevant to your current role.

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Education

Bachelor of Arts in Studies & Research - 2006 (University of Mary Washington)