

Robert Smith

Associate Field Manager

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SUMMARY

Enthusiastic customer service/telesales representative with in-depth knowledge of sales account manager and training. Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success. Reliable Customer Service Representative with extensive track record in demanding sales and account management environments.

SKILLS

Housekeeping.

WORK EXPERIENCE

Associate Field Manager

ABC Corporation - August 2012 - November 2013

- Organized weekly sales reports for the sales department to track product success.
- Developed highly empathetic client relationships and earned reputation for exceeding sales goals.
- Achieved high sales percentage with consultative, value-focused customer service approach.
- Cross-trained sales and inventory reports in Excel with data from a variety of sources, maintaining a 100% accuracy rate.
- Increased territory sales by surpassing monthly goal of dollar amount.
- Managed quality communication, customer support and product representation for each client.
- Worked under strict deadlines and responded to service request and emergency callouts.

Field Manager

ABC Corporation - 2009 - 2012

- Responsible for recruiting, training and managing 50 Field Service Representatives (FSRs), who collected Universal Product Code (UPC) data weekly in approximately 250 stores.
- Clients included, among others, an international producer, marketer and distributor of cereals, snacks and processed foods, and one of the largest cosmetics companies.
- Managed a territory budget of \$450,000, processed payroll for all 50 FSRs, which included reviewing and approving timesheets and reconciling them with the corporate time tracking program.
- Ensured coverage of all stores during vacations and other situations Reorganized two underperforming territories of FSRs resulting in tripling the number of UPCs collected, which provided clients better quality information to utilize in product development and shelf placement.
- Improved the efficiency of deployment by centralizing FSRs territories which resulted in a savings of approximately \$10,000 annually in reduced mileage expense.
- Over a year long period, retrained FSRs in performing job responsibilities, meeting deadlines, and other critical job success factors which contributed to a more productive workforce Managed large yearly projects compiling data used by the clients to make brand promotion plans.
- Prepared the FSRs with detailed instructions on optimal collection techniques and anticipating and overcoming obstacles..

EDUCATION

General Ed - 1995(Konawa High School - Konawa, OK)