

ROBERT SMITH

Retail Sales & Small Business Consultant

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Seasoned Retail Sales & Small Business Consultant with more than seven years of customer service and management experience with broad background in various industries; computer literate in Microsoft Office, Windows, PeopleSoft, QuickBooks, Net Suite, AS400, TSYS and many others with an aptitude for quickly learning new programs; enthusiastic team player dedicated to process improvements and staff development.

CORE COMPETENCIES

Technical Sales, Management, Customer Service, Communication

PROFESSIONAL EXPERIENCE

Retail Sales & Small Business Consultant

AT&T - 2014 – 2019

Key Deliverables:

- Develop and maintain customer relations as a representative of the company.
- Achieve subscribers, revenue and monthly sales goals; give accurate reporting; develop technical knowledge of the business; resolve customer complaints; maintain good relations with customers/sales associate and formulate/present sales presentations to achieve quota.
- Assist in collecting, compiling, and analyzing a variety of program data used to identify requirements for products and services.
- Develop a needs assessment to ensure customer loyalty and satisfaction.
- Manage a variety of service contracts including the retention of customers who subscribe to the companys product and services.
- Provide full service in resolving customer issues and providing them with services to help their business grow.
- Research, plan and organize to ensure the organization complies with legal and regulatory requirements.

Small Business Consultant

ABC Corporation - 2012 – 2014

Key Deliverables:

- Work hands-on with business owners to implement the profitability-enhancing programs that are identified during the Business Survey process.
- Develop specific and proven programs, which, when fully implemented result in increased profits and cash flow.
- Handle and manage crisis situations
- Works hands-on with consultants in the field

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EDUCATION

BS in Business & Marketing Management - 2010 (DeVry University - Milwaukee, WI)

