

# ROBERT SMITH

## Business Representative II

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### SUMMARY

Passionate detail-oriented business professional who thrives on customer satisfaction and business success. Pursues work with focused energy and determination with intention to succeed.

### SKILLS

Fast learner, Self Starter, Highly responsible, Great interpersonal skills.

### WORK EXPERIENCE

#### Business Representative II

ABC Corporation - 2014 – 2015

- Built constructive and effective relationships with new prospects and expanded on existing ones within territory and collaborated with sales teams.
- Influenced customers to use a wide range of Microsoft products and services by tailoring their needs to work within the Microsoft ecosystem.
- Lent focus to attentive and active listening which allowed to understand the needs of clients and negotiate a win-win situation for all parties involved.
- Coordinated with clients to determine budgetary specifications to ensure growth attainment..
- Represented company with the highest integrity and developed trusted advisor relationships with key personnel and executives.
- Overcame obstacles with respect to each customers buying process and confidently managed concern and created a beneficial outcome.
- Conducted in-store presentations designed to engage and educate customers on and around Microsoft products.

#### Business Representative

IUPAT - District Council - 2009 – 2014

- Lead union negotiator on 28 collective bargaining agreements.
- Prepare union proposals and counter proposals during negotiations.
- Review labor and management contracts to ensure specifications are met.
- Represent union members during grievances and compliance with CBAs.
- Act as point of contact for all union issues.
- Interview potential members through apprentice programs..
- This is Dummy Description data, Replace with job description relevant to your current role.

### SCHOLASTICS

- High School Diploma.