

Melyssa Despars

Sales

Covina, CA

melyssadespars1@gmail.com - (626) 388-8121

Highly motivated individual with strong people skills, attention to detail, problem solving skills, and a solid sales background looking to obtain a position as a sales associate
Authorized to work in the US for any employer

WORK EXPERIENCE

Secretary/Sales

Despars Embroidery - 2006 to Present

Secretary Functions

Duties included but were not limited to the following;

- Prepared and managed correspondence, reports and documents
- Organize and coordinate meetings, conferences, travel arrangements
- Maintained office systems
- Maintained schedules and calendars
- Arrange and confirm appointments
- Handled incoming mail and other material
- Set up and maintain filing systems
- Communicate verbally and in writing to answer inquiries and provide information
- Liaison with internal and external contacts
- Operate office equipment

Sales Functions

Duties included but were not limited to the following;

- Maintained a customer database
- Made sales calls to new and existing clients
- Generated sales contracts
- Quality checks on product and service delivery
- Responded to sales inquiries and concerns by phone, electronically or in person
- Ensured customer service satisfaction and good client relationships

Telesales/Internet Representative

DS Services - August 2012 to October 2015

Responsibilities

- Strong verbal communication skills
- Identify customer needs; match needs to Company products and services, and overcome customer objections and resistance.
- Negotiate appropriate pricing and adjustment decisions within established guidelines.
- Meet established performance objectives
- Respond to inbound sales calls in support of various direct mail, web and other marketing programs.
- Achieve daily/weekly/monthly close rates; top sales representative
- Provided floor support when managers were not present
- Trained new hires and existing employees

Accomplishments

I was the a top sales representative every year during my employment.

Sales Support Representative/Sales

AT&T Retail Store - 2010 to 2011

Duties included;

- Interacting with customers and providing prompt and courteous customer service to all customers in the store or via phone or email
- Identifying and solving problems
- Developing and maintaining knowledge of wireless services and equipment in order to provide information to the customer
- Turning customers on to the newest wireless accessories
- Sell all products and services offered by the Company
- Organize and merchandize inventory
- Answers inbound calls and assists sales representatives

Hostess/Cashier

BJ's Restaurant - November 2009 to June 2010

Telerecruiter

Duties included but were not limited to the following;

- Placed outbound calls to recruit blood donors.
- Contacted current and potential donors to schedule future donation appointments.
- Completed reminder calls, appropriate follow-up, modification of records and special projects to achieve established goals.
- Responsible for achieving or exceeding minimum performance standards.

EDUCATION

Citrus College - Glendora, CA

August 2011 to Present

High School Diploma

Charter Oak High School - Covina, CA

June 2010

SKILLS

- Magellian, In Touch Microsoft: Word, PowerPoint, and Excel ,Oracle (4 years)

CERTIFICATIONS

Life Insurance License

October 2015 to Present

License Number 0K56782

ADDITIONAL INFORMATION

Community Service

Azusa Police Department, 2005 - 2006
Police Explorer

Attended weekly meetings, where I learned about the many jobs available to us in a classroom environment. Guest speakers from municipal, county, state and federal law enforcement agencies were brought in to explain their jobs. Guest speakers include city patrol officers, K9 Officers, Narcotics Investigators, County Sheriffs, the County Coroner, Highway Patrol Officers and FBI agents.

We learned through first-hand "on-the-job" experiences while working with non-hazardous assignments with Police Officers. Assignments included, but not limited to; directing traffic at special events, tours of police facilities and provide child safety fingerprinting. Explorers helped Officers at scenes of disasters, other major incidents and get involved in countless other community projects.