

Ryan Mcfarlin

Fontana, CA

ryanmcfarlin@ymail.com - (909) 247-0441

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

Call Center Representative

Cloud Marketing, Inc - Ontario, CA - March 2014 to Present

- _Determine requirements by working with customers.
- _Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
- _Sell additional services by recognizing opportunities to up-sell accounts; explaining new features.
- _Maintain call center database by entering information.

Sales Representative

Western Memorial - Inglewood, CA - October 2011 to December 2014

Support manager & sales Team

- _ Distribute Leads
- _ Process and pay invoices, Utilities and Vendors
- _ Initiated and developed contacts with new and established customers
- _Make Appointments with Property owners
- _Sale funeral and burial plans

Sales Representative

Vonage - Rancho Cucamonga, CA - June 2010 to October 2011

Sales Rep for Sales Makers inc.

Sales Representative

AB Auto Center - Colton, CA - September 2010 to December 2010

Car salesmen

EDUCATION

American Career College - Ontario, CA

August 2013 to 2014

SKILLS

Customer Service (6 years), Call Center Experience (3 years), Computer Skills (10+ years), Fluent In Spanish (10+ years), Sales (5 years)

CERTIFICATIONS

Basic Life Support

June 2014 to June 2016

CPR and AED

Advanced Cardiovascular Life Support

July 2014 to July 2016

ACLS

Pediatric Advanced Life Support

July 2014 to July 2016

ADDITIONAL INFORMATION

SKILLS

Customer Service

Call Center Experience

Sales Management

Computer Skills

Skills

Proficient in many computers, general, and customer care skills.

_ Microsoft word/Excel

_ Fluent in Spanish