**Robin Edward Irving**

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Sales professional with several years experience in sales, customer service and collections seeking a new career with a dynamic, growing company. Efficient with Office applications such as Word, Excel, PowerPoint . Several years experience with SAP. Bilingual English/ French.

**Work History:**

**2012 – Present          ICAM Technologies Inc – Account Executive**

Responsible for driving new business in the Mastercam product line. Sales to complete account management duties for Small business to large corporate accounts located globally. Represented company at MMTS trade show.

**2012               IQOR – Contract for Bell Mobility – Jr. Agent – Collections**

Completed 3-week training program. Worked as a junior collections agent in a busy call centre. Responsible for handling 20-60 inbound calls each day. Responsible for maintaining high standards of excellence on each call. Service clients in English and French.

**2011**         **Weblocal.ca , a Transcontinental** **Media Company – Sales Representative**

Worked in a busy outbound call centre. Completed 100 outbound cold calls each day. Offered our business directory and SEO (search engine optimization) products to small businesses across Canada.

**2010- 2011****PCMall***–***Mall on Nasdaq Exchange***–***Senior Account Executive**

Responsible for creating and developing a new book of accounts from zero. Made or exceeded company’s key performance indicator numbers of 100 outbound calls daily and 3 hours of client talk time. Grew business from zero to more than $1M  annually and more than 50 buying accounts within company standards of small-medium businesses defined as having 50-2,500 employees. Sold over the telephone and via WebEx and email to IT professionals and C-level executives located in the USA. Managed complete client relationship from cold-call introduction, to account creation, sales, post-sales service through to credit management. Sold a complete range of computer products including desktop computers, notebooks, servers, network attached storage, storage area networks, productivity software and server software products as well as peripheral products such as printers, scanners, hand-held devices and a range of parts such as cables, hard drives, batteries, memory, cases and spare parts for service. Sold major brands including Dell, Apple, IBM, Hp, Lenovo, Samsung, Fujitsu, Microsoft, Symantec, VMware, McAfee, Adobe, Computer Associates, Trend Micro, Cisco, Netgear, Linksys, Belkin, APC and others.  Completed company training program in sales techniques, product knowledge and systems. Successfully completed Microsoft sales certification. Also completed VMware sales certification and  Hp Networking Course.

**2000-2009** **Insight Direct Canada - NSIT on Nasdaq, Fortune 500 - Account Executive**

Managed book of over 100 accounts. Discovered, created and maintained client relationships. Grew business to $3M annually. Well versed in a wide range of computer products. Achieved sales certifications from partners such as IBM, Hp, Lenovo, Microsoft, Cisco, VMware and others. Demonstrated flexibility and adaptability in a fast-paced environment.

**1998 - 2000** **APV Canada Inc – Credit and Collections clerk**

Managed accounts receivable for 1,000 accounts across Canada

**1997-1998** **The Donato Group – Credit and Collections clerk**

Collected accounts for 120 franchisee locations of Mrs. Vanellis and Made in Japan.

**1991- 1994** **Music World - Retail Store Manager**

Managed store with $1M annual sales. Supervised staff of six people.

**Education:** Diploma, Business Administration, 3 year program, Mohawk College, Hamilton

**References:** Available upon request