

Chris Faherty

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Summary

As a Customer Service Representative at Evergreen Homes, I provide high-quality service and support to customers who are interested in new homes, ensuring their satisfaction and loyalty. I have over 10 years of experience in sales, and I have successfully cultivated and maintained strong relationships with clients across various industries, such as e-liquid, vapor, and web development.

I have recently completed a Web Development Bootcamp certification from Udemy, which has enhanced my skills and knowledge in web framework, programming, and store management. I am passionate about applying my web development expertise to create innovative and user-friendly solutions that enhance the customer experience and drive business growth. I am looking for an opportunity to leverage my customer service, sales, and web development skills in a challenging and rewarding environment.

Experience

Customer Service Representative

Evergreen Homes

Mar 2020 - Present (4 years 2 months)

Respond promptly to customer inquiries regarding new homes, providing detailed information and addressing concerns to ensure high satisfaction levels.

Act as a liaison between customers and internal departments, facilitating smooth communication and problem resolution.

Perform security checks and maintenance tasks on-site to uphold safety standards and enhance the overall customer experience.

Account Manager

Shijin Vapor

Feb 2019 - Dec 2019 (11 months)

Cultivated and maintained strong relationships with clients, serving as the primary point of contact for all account-related matters.

Developed and implemented effective sales strategies to achieve revenue targets and drive business growth.

Analyzed market trends and competitor activities to identify opportunities for product enhancement and market expansion.

Sales Specialist

Vapetasia Premium Handcrafted E-Liquid

Mar 2018 - Feb 2019 (1 year)

Demonstrated in-depth knowledge of e-liquid products, effectively communicating product features and benefits to customers.

Utilized consultative sales techniques to understand customer needs

and recommend suitable product solutions, resulting in increased sales and customer satisfaction.

Participated in industry events and trade shows to promote products and generate leads, contributing to brand visibility and market presence.

Off Property Contact

Jockey Club

Nov 2015 - Feb 2018 (2 years 4 months)

Lead Generation: Engage with potential customers in various off-site locations to generate leads for sales presentations or tours. Utilize persuasive communication skills to capture the interest of passersby and qualify potential prospects.

Customer Interaction: Interact with customers in a friendly, approachable manner, answering questions, addressing concerns, and providing accurate information about vacation ownership products, services, and benefits.

Relationship Building: Build rapport and establish trust with potential customers to facilitate the sales process. Listen attentively to customer needs and preferences, tailoring messaging and offers to match individual interests.

District Sales Manager

Solar Power Broker

Apr 2013 - Oct 2015 (2 years 7 months)

Education



Granite Hills High School

High School Diploma, General Studies

2004 - 2008

Licenses & Certifications



Complete 2024 Web Development Bootcamp - Udemy

UC-5d65c322-2649-43e9-beca-dbd09ae5684d

Skills

User Interface Design • Web Design • Computer Programming • Computer Science • Strategic Thinking • Relationship Development • Demand Generation • Computer Hardware • Lead Qualification • Outbound Sales