

Customer Satisfaction / Inside Sales / Account Management Customer Satisfaction / Inside Sales / Account Management Orange, CA  
Outgoing customer support employee with 7+ years of experience in providing exceptional problem-solving for public and corporate accounts. Seeking to use my experience from various fields to provide detailed oriented support for your customers. Work Experience Customer Satisfaction / Inside Sales / Account Management Mars Air Systems 2015 to 2019 Provide product quotations and support to the outside sales force based off of information provided by engineering firms and customer specifications Manage 26 national sales rep firms and 13 international sales rep firms (Middle East and Canada) Provide product and order support via E-mail and over the phone Train Sales Rep Firms and new employees on product application and package offerings Memorize all standard and custom offerings as well as unique engineered product for special applications Work alongside each department to ensure order accuracy and that all guarantees are met Typically field approximately 200+ Emails and 50+ Calls a day Service Manager / IT Manager / Installation Coordinator Loren Electric Signs 2013 to 2015 Facilitated installation of a new domain server system on over 30 workstations with minimal disruption to workflow Installed hardware and peripherals (monitors, printers, webcams, AV equipment, etc.) and oversaw installation and update for company-wide software packages (drivers, licenses, automatic updates, etc.) Managed day-to-day IT requirements: troubleshooting software, assessing hardware issues and installations, security issues, and maintenance Tracked job costing, employee hours, material usage, deadline management Coordinated with external vendors for service calls, permit procurement, invoicing, site surveys Researched solutions to software/hardware problems using web, vendor, and expert-based media Supported technicians in the field with software/hardware issues, directions to installation site, contract specifications Assistant Project Manager Target Electric Construction 2010 to 2013 Coordinated with customers and field contractors for house calls and residential tasks Oversaw finances, budgeting (overrun, cost-estimates, analysis) in collaboration with Manager Scheduled and wrote public facing informational releases; basic marketing and advertising Operated ticketing system to record, manage, and close requests; ran

usage reports      Responsible for repairing Pep Boys automated lighting systems throughout Southern California      Successfully managed \$1M+ demolition and renovation project for the US Social Security Office in Downtown Los Angeles Education High school or equivalent Skills MICROSOFT ACCESS, SAP, MICROSOFT OFFICE

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