

Innovation Account Manager Innovation Account Manager Innovation Account Manager - Staples, Inc Orlando, FL Business Retention Customer Service Sales Marketing Excellent Communication Skills Work Experience Innovation Account Manager Staples, Inc April 2016 to Present Retaining and educating customers on the Staples Business Advantage program Provide business review and analysis towards annual revenue savings Piloted various programs Developed playbooks for Staples-wide sales implementation Contracted Worker Randstad - Orlando, FL 2014 to 2016 * Worked in various small contract jobs * Worked in Call Center atmosphere Customer Service/Sales Sears Holdings March 2014 to December 2014 Called potential customers to set up appointments for Home Improvement needs Service Center Representative September 2013 to January 2014 Created FMLA, Disability & Workers Compensation Claims for large corporations Educated and consulted customers on types of claims according to specific needs Patient Care Advocate Express Scripts June 2009 to May 2012 Managed patient pharmaceutical benefits Handled refill processing Advocated on medicinal advice Handled accounts payable and receivable transactions Database Administrator Mastec Inc August 2007 to June 2008 Managed and tracked field technicians for home installation appointments Managed quality assurance concerns Education Radio Announcing and Advertising Columbia Broadcasting School - Orlando, FL 1984 to 1985 Certificate of Excellence University of District of Columbia 1982 to 1985 Skills Customer service, Excel, Powerpoint, Ms word, Word, Web based Assessments Sales Skills: Influence & Negotiation Proficient August 2019 Measures a candidate's ability to effectively use influence and negotiation techniques to engage with and persuade customers. Full results: https://share.indeedassessments.com/share_assignment/tha quy1-vffg1kkj Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Expertise To work with a world class organization that will continue to challenge and enhance my sales and customer service skills. Problem solving skills MS Word, Excel, PowerPoint, Salesforce, various Web based programs

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