

***William Martin Cruz***

*437 Thelma B San Antonio, TX 78212 Cell Phone 2106936468 [williammartincruz@gmail.com](mailto:williammartincruz@gmail.com)*

***Web Developer Sales***

*An accomplished employee with 13+years in Sales, Customer Service, Technical Support, and most recently full stack Web Development.*

***TECHNOLOGIES***

*PHP Laravel Linux BASH MYSQL HMTL CSS Javascript Json JQuery Apache*

***PROFESSIONAL EXPERIENCE***

***Medical Sales Representative***

***November 2011 – Current***

***Carenet Healthcare Services San Antonio, TX***

*Healthcare services company with a huge client base that offers a variety of services to millions of customers worldwide. As part of member services I communicate cost effective facility option to Cigna member in regard to Advanced Radiological Imaging Service. In effort to ensure a redirect success I verify benefit details, estimated costs, and patient/member accommodations across the United States.*

- Proficient client customer sales using lead database system ISAAC
- Obtain selected activity results, i.e. steer customer to cost effective/quality appropriate facility, schedule customer visit
- Produce sufficient monthly sales and exceed the company's minimum production standard as outlined in the Medical Sales Representative Incentive Compensation program
- Ensure customer satisfaction by providing sales and quality service, by identifying customer needs in a conversational style
- Submit communication request via Cherwell to update changes in database system. Advise Cigna members on processes in obtaining authorization and order corrections

***EDUCATION***

***University of Texas at San Antonio***

***Austin Community College***

***Codeup***