**Spencer Reese**

25 N. O St #6. Salt Lake City, UT 84103

Phone: 801-906-1165

Email: [spencer.cory.reese@gmail.com](mailto:spencer.cory.reese@gmail.com)

**Sales and Customer Service Specialist**

An energetic and talented sales professional with considerable experience producing exceptional results in sales and customer service positions. Years of experience in B2C sales, B2B sales, acquiring and nurturing accounts, face-to-face, online chat, and telephone sales. Ability to multi-task several projects simultaneously while working under pressure in time sensitive environments. Naturally competitive with an “own the position” attitude. Willing to do whatever it takes to succeed. Fiercely loyal, hardworking, and ethical. Able to see the big picture and understand what is important for profitability.

**Core Competencies**

Consultative Sales Skills, Type 75+ WPM, Outstanding Computer Skills, Time Management, Prioritization & Organization, Customer Relations Management, Leadership, Attention to Detail, Amicable Social Skills, Written & Verbal Communication, Project Management & Implementation, Coachable, Positive Attitude

**Professional Experience**

**Techna Glass Inc.** | Sandy, UT **2004 to Present**

**Sales Specialist** | Techna Glass Inc. **2007 to Present**

Top sales position out of five in the company. Duties include inbound/outbound phone sales, online chat sales, actively seeking new accounts while taking orders and maintaining/growing current accounts.

* Consistently a top 3 performer among team of 20+ employees. Permanent position in a very seasonal business with seasonal layoffs.
* Earned extra responsibilities after proving to be a reliable, hard-working, intelligent employee:
  + Trainer
  + Team Leader
  + Franchise Interface
  + Account Manager
  + Online Chat Supervisor
* Representative at numerous expositions and public events generating new leads.
* Trusted to manage top accounts.

**Web Sales Manager** | Techna Glass Inc. **2009 - 2011**

Organized and managed team of 5 to 10 sales representatives to handle all sales generated online

* Helped create and manage online advertising and search engine optimization efforts.
* Created scripting, coaching, and processes to increase productivity.
* Oversaw growth of online sales from less than 10% of total company revenue to over 30%!
* Compiled and presented weekly reports for board of directors to track progress.

**Professional Experience Continued**

**Small Business Owner** | BigBoss LLC DBA Techna Glass Express Repair **2006 - 2007**

Took success as an Outside Satellite Sales Representative to the next level by investing in a rock chip repair franchise and starting my own business.

* Recruited, trained, and managed employees at 6 carwash locations in the Salt Lake Valley.
* Learned what it takes to be a successful small business owner including payroll, taxes, insurance, workers comp, costs, and all parts of an equation that can result in profitability.

**Outside Satellite Sales Representative** | Techna Glass Inc. **2004 - 2006**

This was an entry-level sales position where personable, hardworking employees could do very well for themselves while creating great profitability for the company. Working mostly unsupervised, as a rock chip technician I would work at contracted lube shops (ex: Jiffy Lube) or carwash locations (ex: Firehouse, Supersonic) and approach customers who had windshield damage and sell them our services.

**Sales Representative** | Musicians Friend, Sandy, UT **2002 – 2003**

Inbound telephone sales from potential customers who had received our catalog. Expected to close sales and be knowledgeable of all products. If I didn’t know the answer to a question on a product, I would quickly research the answer. This was a great opportunity to learn multi-tasking skills and to learn the ability to sound confident at all times.

**Data-Entry** | ACS, Sandy, UT **2001 - 2002**

Accurately and efficiently transferred data between two software programs.

**Customer Service Representative** | Convergys, Salt Lake City, UT **2000 - 2001**

Inbound telephone customer service from DirecTV cliental who had questions or concerns about their bill.

**Education**

**Business Administration** | Salt Lake Community College, Salt Lake City, UT **2004-2006**

**Alta High School** | Sandy, UT **2001-2003**

**Additional Skills**

* Extremely proficient in computer applications including most Microsoft Office products.
* Ability to type over 75 words per minute.
* Very loyal, willing to grow with company.
* Years of sales experience.