*Curriculum Vitae*

**CHANTAL M. EDWARDS**

#183 Eastern Main Road, Arouca

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**Objective**: Full-time sales position within an organization with the opportunity to use proven skills to assist in the administration of overall customer related satisfaction including effective after sales support.

**People: •** Training and supervising data entry clerk.

**Skills •** Worked closely with management, customers and software consultants.

* Member of employee activities committee.

**Communication**

**Skills: •** Creating and issuing progress reports to managers.

* + Advertisement bookings and issuing confirmatory orders.
  + Personalized training sessions with staff on software use.
  + Developing and issuing marketing campaigns

**Informal Experience:**

* Performing freelance duties as a Reporter/ Writing/ Editor (junior)/ Photographer/ Copy Reader for youth focused magazines within Trinidad and Tobago. (2007-2010).

**Employment:**

03/2016-present **WinStep Consulting Services**

**Licensing Specialist** *leading to* ***Business Development Manager***

* Cold calling customers to arrange planning meetings
* Supplier price negotiation and providing quotations to customers
* Marketing via social media and Email campaigns

2012-02/2016 **Infotech Caribbean Limited**

***Account Executive – Inside Sales*** *leading to* ***Business Development Executive*** (Microsoft Dynamics team lead)

* Tracking customer Dynamics renewals and timely order placing
* Responding to licensing RFQ’s from potential customers
* Gathering pricing from distributers and issuing promotional Email Campaigns
* Updating CRM database and Partner Visibility Portals
* Recommending software solutions and services to clients
* Addressing customer queries via telephone and email
* Issuing Invoices and managing receipt of payment from clients
* Generating Cost Analysis of each sale to maintain Manufacturer Suggested Retail Pricing at the least whilst working with suppliers for pricing.
* Reviewing product Gross Margins to avoid the occurrence of losses in sales transactions and achieve acceptable Profit levels for the organization

2011-2012 **Telecommunications Services of Trinidad and Tobago**

***Assignment Clerk***

* Verified subscribers’ line status and liaised with subscribers and field personnel to ensure installations were successful
* Confirmed Internet Usage and conducted Broadband password resets.
* Maintained log of HSIA and IPTV installation activities within unit.
* Compiled and submitted completed service orders to supervisor for contractor payment allocation
* Compiled and issued daily and weekly progress reports of installations.

***Blink Broadband Sales Representative***

* Attended to customers queries – in store
* Troubleshoot modems and Logged all sales in Database
* Offered and Sold customers Blink Broadband Service
* Updated customer account information
* Compiled and Issued daily and weekly reports

2010-2010 **The Office Authority – Print Division formerly Caribbean Paper Products Ltd**

***Account Executive***

* Scheduled and attended customer meetings
* Updated Database with customer information
* Generated and provided customers with quotations
* Followed up with customers for collection of payment
* Called customers for lead generation – Cold calls
* Developed proposals

2006-2008 **Lonsdale Saatchi & Saatchi Advertising Limited**

***System Support Officer*** leading to ***Database Manager/ Media Coordinator***

* Ensured that accurate rates are entered in a timely fashion.
* Used allocated spend to distribute advertising for clients.
* Planned Media schedules using Excel or Silent Partner.
* Booked advertising via the telephone and email.
* Followed up on advertisement receipt with media houses.
* Media Account Invoicing and Adjustments.
* Troubleshoot Software glitches.(Silent Partner & Windows XP)
* Assisted the C.E.O in the absence of his personal assistant.

**Education:**

present **UWI School of Business:** Associate Degree in Management (ADM)

2009 **University of the West Indies:**  Certificate in Public Administration

2008 **Centre for Language Learning (University of the West Indies) –** Spanish(1b, 2a)

2007  **College of Science, Technology and Applied Arts of Trinidad and Tobago** -15 credits

2007 **School of Travel and Language**: *Microsoft Office 2000*

2004 **Zenith Educational Institute:** *Elementary Typing* -*25wpm*

2000 **St. Augustine Senior Comprehensive School:** *CXC –general proficiency 1999-2000*

*Subject Grade*

English Language 1 (Distinction)

Mathematics 3

Biology 2

Social Studies 2

Agricultural Science 2 (Double Award)

\* References will be made available on request.