

James A. Ross
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Objective:

Seeking a full time position that can benefit from my strong communication skills and interpersonal abilities

Employment:

Nielsen TV Ratings, Hartford , Connecticut. Full-time Field representative , October 2016 - Present

- Build and maintain strong relationships with panelists, providing them with excellent customer service to ensure high levels of participation, cooperation, and retention.
- Maintained 90 homes, addressing any issues promptly to keep residents happy.
- Installed equipment in new homes and ensured compliance with quality standards.
- Conducted biannual demographic surveys and built strong relationships with homeowners.

Cable Management LLC, Meriden, Connecticut. Full-time Manager, July 2011 to October 2016

- Supervised a team of 4 employees, ensuring quality and productivity standards were met or exceeded
- Delivered excellent customer service, resolving issues and enquiries with a focus on customer satisfaction.
- Continuously monitored the machines and the production line to identify and troubleshoot issues, implementing effective solutions to minimize waste and maximize productivity.

Education:

- **Branford Hall**, Computer Science, Branford, CT, 2014
- **Salesianos Catholic School**, Cadiz, Spain , High School Diploma , 1997-1999

Skills:

- Strong communication skills with a focus on customer service and client retention.
- Word, Excel, PowerPoint.
- Troubleshooting of software and hardware repair .

Languages:

- Fluent in Spanish and English

Achievements:

- Top 10 field representatives nationwide in 2022.
- Best client retention Field representative in Hartford team.

