

# CHRIS MIKSTAS

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## Qualifications Profile

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**Detail-oriented, versatile, and performance-focused professional, offering broad-based experience in account management and customer service and relations.** Armed with proven expertise in selling various products and services to drive revenue and support company objectives. Equipped with excellent problem-solving, decision-making, and interpersonal skills; able to establish and maintain positive rapport with diverse individuals and groups. Articulate communicator; bilingual in English and Spanish. *Areas of expertise include:*

*Business Administration | Process Optimization | Project Coordination | Solutions Selling  
Cold Calling | Product Management and Placement | Individual Consultation*

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## Professional Experience

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VERIZON WIRELESS, VARIOUS LOCATIONS

**Business Account Manager**, Government, Sandy, UT 2017–Present

- Perform cold calling to drive new business through wireless, voice over internet protocol (VoIP) and internet of things (IoT) services, partner and paperless workplace solutions, and mobile device management platforms
- Apply strategic approach in negotiating complex sales and account implementations in collaboration with various workgroups
- Facilitate follow-up training for customers and coordinate with internal departments to deal with customer-related issues and provide long-term solutions
- Administer sales funnel to achieve monthly and quarterly quotas using Salesforce and Einstein Analytics on a daily basis
- Establish and maintain positive relationships with key decision makers across federal, state, local, and education government customers
- **Achieved 111% of quota in 2018 and 130% in 2019**

**Account Management Supervisor**, West Valley City, UT 2015–2017

- Guided a team of six global enterprise advisors in meeting key performance indicators (KPIs) and developing action plans to ensure representatives reach performing standards
- Oversaw project and department initiatives to streamline operations and resolve broken processes
- Maintained active communication with team representatives managing sensitive accounts
- Motivated representatives of the team to prioritize requests of customers
- Supervised and trained new employees in adjusting to company culture in new employee onboarding program

**Global Enterprise Advisor**, West Valley City, UT 2013–2015

- Cultivated professional partnerships with assigned enterprise accounts, as well as with all internal departments to manage all customer-impacting transactions
- Monitored and accomplished numerous customer projects utilizing customer relationship management (CRM) software
- Coordinated closely with the Sales teams to evaluate assigned accounts and identified new opportunities
- Offered recommendations and solutions to customers on complex account concerns
- Assisted customers in using online self-service tools through webinars
- **Earned nomination by senior management to take part in a leadership development program in 2015**

**Fulfillment Coordinator**, Account Services, West Valley City, UT 2012–2013

- Applied zero defect methodology in completing equipment orders and maintenance requests for both enterprise and government customers
- Facilitated webinars to educate customers on how to use online tools to reduce calls into Customer Service/Fulfillment teams
- Carried out research and analysis of corporate liable accounts to ensure that customers receive full benefits of products, and services

**Phone Coordinator**, Business and Government Customer Operations, West Valley City, UT 2012

- Efficiently handled all customer transactions and dealt with all customer calls
- Demonstrated excellent problem-solving skills in identifying and addressing all issues and inquiries to eliminate unnecessary transfers
- Taught customer on the benefits and pricing of recommended products and services
- Assumed responsibility in answering to potential disconnect requests

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## Education

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**Bachelor of Arts in Marketing:** 2012 ▪ University of Utah, Salt Lake City, UT

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## Professional Development

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**Full-Stack Coding Bootcamp Course:** February 2020 ▪ University of Utah

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## Technical Acumen

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Microsoft Office Suite | APIs | Node.js | MySQL | Express.js | Mongo DB | Cookies | HTML | JavaScript | CSS