

Name: Damon Edwards

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Professional Summary

Result-driven Customer Service and Sales Professional with 2+ years of experience fostering positive customer experiences and exceeding sales targets. Proven ability to build rapport, resolve inquiries efficiently, and drive business growth through exceptional communication and product knowledge.

Work Experience

Customer Service and Sales Rep, Progressive Insurance (Jan 2020 – Feb 2024)

- **Implemented** new customer service training programs, resulting in a **15% increase** in customer satisfaction ratings.
- **Consistently surpassed** sales goals by an average of 110%, achieving **top performer status** for two consecutive quarters.
- Achieved a **remarkable 98% resolution rate** for customer inquiries within the first contact.
- Successfully **up-sold and cross-sold** products, generating a **15% increase** in average order value.
- Developed strong customer relationships, leading to a **20% growth** in repeat business.
- **Troubleshooted** a wide range of customer issues, identifying root causes and implementing effective solutions.
- Provided exceptional customer service, contributing to **positive online reviews** and high customer retention rates.

IT Support, Ibotta (Feb 2018 - Oct 2019)

- Drove operational efficiency and enhanced user experience through timely issue resolution, preventative maintenance, and innovative technology solutions.
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Core Skills

- **Communication (Written & Verbal):** Exceptional written and verbal communication skills, tailoring communication style to diverse audiences.
 - **Active Listening:** Skilled at actively listening to customer needs and concerns to offer effective solutions.
 - **Negotiation:** Strong negotiation skills used to close sales and address customer objections constructively.
 - **CRM Software Proficiency:** Proficient in utilizing CRM software (e.g., Salesforce) to manage customer interactions, track progress, and generate reports.
 - **Product Knowledge:** Demonstrated ability to learn and retain product information for effectively answering customer questions and recommending solutions.
 - **Time Management:** Excellent time management skills with the ability to prioritize tasks and meet deadlines efficiently.
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Education

Bachelor of Business Information Technology **2013 - 2017** Morgan State University, MD, USA