

Derek Hammond

2121 Central St
Kansas City, MO
816.686.7565

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Github: [derekhammondkc](#)

Business Professional

Offering a background in sales and successful technology implementation. Looking to leverage sales knowledge and a genuine passion for sales/client services to provide the data, oversight, and tools necessary to reduce risk, decrease costs, increase efficiency, and ensure sound sales practices and drive profitability.

Boston Financial Data Services, Kansas City, MO

September 2015 - Present – *Mutual Funds Representative - IRA Specialist*

- Provided shareholders, clients, and broker dealer groups exceptional personalized services
- Provided excellent written and verbal communication skills
- Strong problem solving skills for varying fiduciary issues
- Escalated calls
- Strong knowledge of varying account types/registrations including IRA, Roth IRA, SIMPLE IRA, SEP IRA, SAR/SEP IRA, Trusts, Estates, TOD, JT TEN, JTWROS, UGMA, UTMA, etc.
- Share purchase/exchange processing
- Knowledge and experience with Medallion Signature Guarantee Program (MSG) and Signature Validation Program (SVP)
- Provided knowledge of Automatic Clearing House (ACH) and wire protocols and payment systems

Show Me Maids, LLC, Kansas City, MO

January 2015 - January 2016 – *Operations Manager*

- Successfully managed team scheduling for multiple teams of cleaners
- Developed and designed fully functional ecommerce website
- SEO management
- Successfully designed and managed Google AdWords campaigns
- Google Analytics configuration and implementation
- Processed payroll weekly
- Interviewed all potential cleaners
- Provided exceptional customer service
- Configuration of VOIP systems
- Established internet marketing campaigns
- Managed minor tax and legal issues
- Collaborated with local businesses, churches, and other communities

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Sony by MarketStar Corporation, Overland Park, KS

October 2014 – January 2015 – *Sony Product Specialist*

- Brand ambassador for Sony Corporation
- Successfully assisted retail locations in reaching quarterly sales quotas
- Create excitement in third-party retail for upcoming products and services
- Provide consistent feedback on market trends and customer comments

In Vision Eye Care Center, Kansas City, MO

April 2014 – December 2014 – *IT Director/ Optician*

- Basic IT maintenance and repair
- Windows Server configuration
- Network management
- Software compatibility testing
- Software, hardware, and network troubleshooting
- Network printer setup
- Email configuration
- Mobile access configuration
- Assist with Microsoft Excel, Word and PowerPoint
- Windows 7 & Windows 8 configuration on multiple machines
- Patient Insurance Processing
- Retail Sales
- Lensometer and Phoropter Operation

Orion Services, LLC, Kansas City, MO

April 2010 – July 2014 – *Supervisor*

- Exceptional call center management
- Loan Processing supervision / Annual volume >\$20 million
- Average team size of twenty representatives
- Quality Control, screening and logging representative calls monthly
- Compliance control and enforcement
- Customer escalations
- One on one representative meetings to improve efficiency and quality
- Software Training
- Software troubleshooting
- Managed call/loan count spreadsheets and addressed employees as needed
- Enforced office rules
- Windows Activation on multiple networked machines
- Managed and logged employee attendance and adherence

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T-Mobile, Kansas City, MO

June 2010 - Jan. 2012 – *Event Representative*

- Raised awareness of products in self-planned events in third-party locations
- Educated public on T-Mobile products and services
- Created excitement for new and upcoming products and services
- Exceeded sales goals in every third party retail location in KC Metro Area
- Educated third-party associates on products, services, and sales processing systems

Sprint by Wireless Lifestyle, Blue Springs, MO

June 2008 - Nov. 2009 – *Retail Sales Associate*

- Met and exceeded sales quotas which included wireless devices, services, and accessories
- Educated customers on wireless devices and services
- Processed sales(handled customer contracts and warranties) using cash/credit/check
- Familiar with secured networking sales process systems
- Maintained strong knowledge of company and competitor product and services
- Maintained correct inventory with multiple product shipments weekly

Skills

Junior web development, Junior Jekyll web developer, Bootstrap, Virtualization Machines, Virtual Box, VMware, Wordpress development, Intermediate Python (passable code), Adobe products, VOIP services, Windows 7, 8.1, 10, legacy operating systems, Microsoft Office products, BlackBerry Certified, Smartphone Geek, Advanced understanding of web search engines, Encryption technologies including PGP/GPG, Linux OS, Mac OS, network troubleshooting, routers, OS troubleshooting

Education

Associates in Arts, N.C., Penn Valley Community College

Recognition and Awards

- (Orion Services, LLC) Executive Author of Orion Services Loan Processing Manual
- (Orion Services, LLC) Co-Author of Supervisor Training Manual
- (T-Mobile) Flagship employee (I provided hands on training to every new-hire)
- (T-Mobile) 180% to quota yearly sales avg. for Kansas City region (frequented the 200% and above mark)
- (Sprint) Employee of the month - Jan. 2009, May 2009, June 2009 July 2009
- (Sprint) 120 % to quota yearly sales avg.
- (Sprint) consistently performed within top 15% of sales reps in company of 250
- (Sprint) Top performer at the number one producing store in a company of over 75 stores across the country.