**GERARDO G. COSTA**32 Harold Drive   
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**Career Goal**   
To obtain a position as a team-player in a people-oriented organization where

I can maximize my twelve years of customer-service and sales experience in

a challenging environment  
  
**Abilities**

Cold calling & telephone sales Territory management & customer support Account acquisition & retention   
Excellent communication & interpersonal skills

Self starter with an eye for detail

**Professional Experience**    
**A Wireless**, Newington, CT September 2010 - Present   
*Lead Sales Representative*\*Manage all store level operations, including staff hiring, training,

evaluation and work schedules   
\*Establish goals, manage budgets and devise sales forecasts   
 \*Handle all store operations including, daily reports,inventory control,

and store merchandise

\*Develop and manages both new and existing Verizon Wireless accounts  
 **Image Star**, Middletown, CT September 2008 - August 2010   
*Inside Sales/Territory Account Manager*\*Used consultative selling skills to identify opportunities, overcame objections,

built relationships and turned cold canvassing into sales for a leading supplier

of Ink and toner   
\*Enjoyed talking to people and establishing long-term, loyal customer

base in the South East territory   
\*Mastered in conveying the benefits of products/services and generating

customer interest as a tenacious negotiator and closer

\*Built positive rapport with customers, managed customer accounts and

increased account base within territory  
 **Verizon Wireless**, Newington, CT October 2006 - April 2008   
*Customer Care Representative*   
\* Provided support to the sales team, ensuring all sales and service   
 objectives were met   
\*Increased the customer experience by providing information on new

products, rate plans, and services through up selling opportunities   
\*Created, organized and executed store plan-o-grams and executed

exterior store window displays

\*Assisted in the training of new customer service representatives and associates

**Skills**Portuguese Fluent   
Microsoft Word, Excel, PowerPoint, Outlook, proficient   
Web-based application, and JD Edwards proficient   
 **Academic Background**

\*Achieved Associates in Applied Science Degree in International Business from Berkeley College, White Plains, NY in the year 2007   
\*Currently obtaining Bachelor of Science Degree in Business from CUNY   
 School of Professional Studies, New York, NY