




Michael Tan

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Professional Summary

Enthusiastic and motivated Junior Sales Executive with 1+ year of experience in customer service and sales support. Skilled in prospecting, client communication, and product demonstrations. Eager to grow sales expertise, meet targets, and build strong relationships with customers.

Key Skills

- Lead Generation & Cold Calling
 - Customer Service & Support
 - Product Demonstrations
 - CRM Tools (HubSpot, Zoho)
 - Negotiation Basics
 - Team Collaboration
 - Strong Communication Skills
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Professional Experience

Sales Assistant

BrightMart Retail Co., Ltd. | Bangkok

Jul 2023 – Present

- Assisted sales team with daily operations including order processing and client follow-ups.
- Engaged with walk-in customers, achieving 95% satisfaction score.
- Supported product promotions, resulting in 10% sales increase during Q1 2024.
- Maintained accurate records in CRM, improving lead tracking efficiency.

Customer Service Representative (Internship)

Skyline Telecom | Bangkok

Jan 2023 – Jun 2023

- Responded to customer inquiries via phone and email, resolving issues efficiently.
 - Upsold value-added packages to 15% of customers, contributing to revenue growth.
 - Assisted sales team with market research and competitor analysis.
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Education

Bachelor of Business Administration (BBA) in Marketing

Kasetsart University | 2023

Certifications

- Introduction to Sales – Coursera (2023)
 - Google Fundamentals of Digital Marketing (2022)
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Languages

- Thai – Native
- English – Fluent