





# 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.

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## 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

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## **Certifications**

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

- Thai – Native
- English – Fluent