

FABIAN C. PENA

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PROFILE

Highly motivated professional with experience in the fields of Sales and Customer Service for the past ten years. Daily management duties include sales support and implementation of office procedures to ensure excellent customer service and increase of customer base.

PROFESSIONAL EXPERIENCE

UNode50

January 2020- present

Area Manager Wholesaler – Florida/Mississippi
Miami, FL

- Maintaining relationship with the stores.
- Travelling throughout Florida & Mississippi territories.
- Training staff on the brand and product.
- Creating new ways to sale and increase sales for the stores.

Charriol Jewelry & Watches

January 2018- January 2020

Area Sales Manager
Miami, FL

- Budget preparation, follow up and adaptation to regional needs
- Analyze and Review goal attainment and develop strategies to improve performance
- Responsible for the timely sell-in & sell-out of all programs according to Brand Marketing Strategy and to the specific market needs
- Trains retailers' staff on brand and product knowledge
- Regularly evaluates brand actual performance to forecasted demand, analyzing the variances and initiating appropriate corrective actions
- Make recommendations to management on the category based on own expertise of the consumer, market and competitors (launch analysis, pricing analysis)
- Plan and execute Jewelry Trade Shows such as Basel World, JCK, JA

MyKronoz

April 2018- January 2018

Customer Service Support Executive
Miami, FL

- Oversees and coordinates all product communication support, launching schedules, product news and social media plans
- Develops sales and marketing strategies to improve placement and exposure
- Manages all customer external information flows, ticket-management platform, social media and 3rd party websites
- Trains on brand and product knowledge
- Supports Product and QA teams with Customer Service solutions
- Assist on RMA returns when not handled by retailers or distributors
- Plan and execute Technology Trade Shows

Mark & Kambour Pathology Lab

Sept. 2013- April 2017

Sales Representative

Coral Gables, FL

- Built customer base in order to generate business development
- Researched and implemented sales plan to maintain network of customers
- Assisted with daily client service issues
- Reviewed and approved client service proposals, requests and support material
- Managed set-up and process client records including order processing
- Participated in client meetings to ensure customer satisfaction

Citta Delivery, Inc.

Dec. 2007 – March 2013

Owner and Manager

Miami, FL

- Worked for various restaurants in Brickell, Downtown, Coral Gables and Coconut Grove area
- Managed deliveries including courier services
- Provided excellent customer service to all vendors and customers
- Responsible for dispatching many drivers to different restaurants
- Handled annual financial budget
- Implemented marketing campaigns to help promote business

EDUCATION**Colombia Britanico** (Bogota, COL) – High School Diploma**SKILLS**

- Proficient in Mac and PC Platforms: Office & IWork
- Proficient in Computer Technology Software

LANGUAGES

- Fluent in English and Spanish: Speaking, Reading and Writing