**IAN JENKINS**

10501 College Avenue • Kansas City, Missouri 64137

Phone: (816) 260-3192 • Email:ianjerodjenkins@gmail.com

**OBJECTIVE**  
To gain a position in sales or customer service with a firm that promotes career growth and opportunities.

**PROFILE**

Strong communicator and effective professional who is high skilled and has superior client relations and management skills. Focused on being able to listen to client’s needs and meeting them in a highly personable manner.

**SPECIAL SKILLS AND ABILITIES**

|  |  |  |
| --- | --- | --- |
| * Excellent Business Skills * Positive Influence * Leadership Ability | * Communication * Logical * Goal Achiever | * Solid Presenter * Deadline Savvy * Strategic Planning |

**COMPUTER SOFTWARE SKILLS**

|  |  |
| --- | --- |
| * Microsoft Office * QuickBooks * Email Software | * Verizon Sale Program * iOS Development Course * QBE Customer Database |

**PROFESSIONAL EXPERIENCE**

Customer Service Development

* Promoter of creative freedom and encourager of change
* Strong builder of relationships through listening skills and being considerate to clients
* Highly attentive to client needs
* Logical thinker who is very effective in stressful situations

Soft Skills

* Committed to developing individuals to grow in respective roles
* Delegator and planner
* Flexible and pleasant demeanor
* Great team player

Communication Skills

* Precise communicator who is easy to understand and clear in talking points
* Positive and constructive communicator
* Strong verbal communicator and able to talk to a small and large group with ease

**EMPLOYMENT HISTORY**

Allconnect, Atlanta, Georgia

***Inside Sales Representative, October 2017 to April 2018***

* Educated and provided outstanding customer information pertaining to the connect of new utilities
* Assisted clients during the stressful time of moving and serving as a positive resource

ATT, Kansas City, Kansas

***Sales Consultant, March 2016 to July 2017***

* Served as a sales consultant in residential products featuring internet and tv services packages
* Educated the client about various products in a very easy to understand manner

Sungevity, Kansas City, Missouri

***Sales Representative, October 2015 to March 2016***

* Serve as an education resource for solar systems to perspective customers
* Create dynamic relationships with potential customers to develop a strong referral network

Verizon Wireless, Kansas City, Missouri

***Sales Representative, September 2013 to October 2015***

* Serve as a sales representative and educate consumers about Verizon products
* Responsible for managing and developing small business accounts in the Greater Kansas City Area

Pure Life Ministries Williamstown, Kentucky

***Customer Service Representative, June 2012 to September 2013***

* Responsible for maintaining the customer database, attracting potential customers by providing answers to program/services questions, and accurately recording information
* Coordinated the daily process and procedures for downloading, disseminating and archiving transactions of the ministry’s online bookstore and maintained the financial accounts of the prison ministry

Evergreen Center (Missionary Training Facility) Almond, Wisconsin

***Intern, June 2011 to June 2012***

* Provided high quality community care and services to local families and facilitated ministry, support, and services to prisoners
* Developed the necessary team work skills, gained by-in and established the need for cross-cultural mission work

Innotrac Lawrenceville, Georgia

***Warehouse Technician, December 2010 to June 2011***

* Worked with RF equipment, supported and maintained the company quality management systems and programs, and audited no less than prescribed percentage of inbound and outbound shipments daily
* Maintained cycle count and quality assurance programs, reconcile and report inventory or audit discrepancies; prepare and submit reports to track daily, weekly, and monthly metrics as assigned

St. John’s Medical Center Tulsa, Oklahoma

***Patient Transporter, January 2009 to December 2009***

* Served as a patient transporter responsible for transporting patients, beds, and other assigned duties in a safe, continuous, and timely manner
* Assembled equipment such as oxygen tents and portable breathing machines, and maintained stocks of cleaning supplies and transport equipment

**EDUCATION**

Oral Roberts University, Tulsa, Oklahoma

**Masters of Arts Divinity, 2006-2009**

University of North Carolina at Greensboro, North Carolina

**Bachelors of Arts Degree Economics, 2002- 2006**