Jessica Kallberg

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| Professional Summary |

Accomplished Customer Service and Sales Consultant with extensive experience in staff development, customer advocacy, and new business acquisition. Goal oriented hands on individual with the drive and determination. Proactive in prospecting leads and coordinating referral networks.  While maintaining relationship-building abilities with clients.

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| Skills |

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| * Bilingual | * Performance driven | * Knowledgeable in confidentiality law |
| * Multicultural awareness with a high level of adaptability | * Extensive experience with customer service and communication | * Computer efficient |
| * Employee training | * Performance improvement |

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| Experience |

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| ConsultantIdeal Image | West Hartford, CT | February 2011 - Current |

* Redirected and overcame objections using communication skills and in-depth product knowledge.
* Boosted team success by teaching junior sales personnel ins and outs of company offerings and successful promotional strategies.
* Achieved favorable terms with skillful contract negotiation.
* Vetted new customers thoroughly, conducting in-depth research to understand needs and financial considerations.
* Worked effectively with a diverse team to accomplish daily objectives and meet long-term goals.
* Maintained consistently high customer satisfaction ratings through proactive service management strategies.

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| Shift SupervisorCVS Pharmacy | South Windsor, CT | March 2005 - December 2013 |

* Assisted in inventory control
* Fully trained in data privacy
* Cemented employee understanding of safety standards, performance objectives, and company policies with regular meetings.
* Calling and scheduling routine maintenance issues throughout the store.