

JOHN G. JONES

SALES / OPERATIONS / CUSTOMER SERVICE

3609 Berrywood Circle • Garland, Texas • 75040

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EXPERIENCE

09/2013 - Present

Publishing Concepts, Inc.

Senior Sales Representative

Professionally represent the Nation's top Universities, Colleges, and Organizations while selling Alumni directories, packages, and products to Alumni/Members and maintaining sales well above quota.

08/2013 - 08/2014

International Wine Accessories

Sales Associate / Customer Service Manager

Sales and service of wine cooling units, cellars, cabinets, WineKeeper, and related accessories to commercial and private wine collectors.

01/2013 - 03/2013

AT&T U-Verse / Pinnacle Technical Resources

Tier 2 Tech Support (Temp / Contract)

Utilized proprietary software to setup and troubleshoot high-speed internet, IP Television, and Voice Over IP services. Scheduled and dispatched technician visits and assistance.

10/2010 - 12/2014

Jovanic Corp / Velvet Rope Soaps

Founder / CEO / Creative Director

Oversaw creative concept, production, artwork, packaging, sales, and marketing. Handled finances and bookkeeping, as well as conducting and recording the annual meeting.

11/2006 - 11/2011

Stream Gas and Electric, Ltd.

Senior Operations Analyst

Trained and managed new hires on internal processes and software while evaluating their performance. Performed Quality Assurance reviews and team-building exercises. Managed escalated accounts, billing issues, and assisted our Legal Dept. while acting as a liaison with five electric distribution companies.

EDUCATION

2002 - 2006

Private Study in Opera / Classical Voice - Tenor

George Tenegal - DePaul University - Chicago, IL

1994 - 1996

Core Classes in Vocal Performance

Tyler Junior College - Tyler, TX

SOFTWARE

Windows

Mac OS X

Fishbowl

Quickbooks

Salesforce

NetSuite

QuickRes (Sabre)

Internet Explorer

Firefox

Chrome

Safari

MS Office Suite

Word

Excel

PowerPoint

iOS

ADDITIONAL SKILLS

Public Speaking

Corporate Training

Time Management

Creative Problem Solving

Product Development

Cost-Saving Innovation

Project Management

Voice-Over Work

Producing & Directing

Technical Writing

TESTIMONIALS

"I believe John would readily bring enthusiasm, openness, and commitment..."

– Ren Galvan | Sr. Business Analyst, Liberty Mutual

"His professional maturity, intelligence, work ethic, social aptitude, depth of creativity, and his innate desire to 'achieve excellence' is rare and truly hard to find..."

– Deborah Dale | Vice President, Publishing Concepts

REFERENCES

Ren Galvan

Sr. Business Analyst

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