

MARVIN TELLO

Lead Sales Specialist

@ CONTACT

 mtello@email.com
 (123) 456-7890
 San Antonio, TX
 [LinkedIn](#)

EDUCATION

Bachelor of Arts
Business Management
Texas A&M University Central Texas
 2018 - 2022
 Killeen, TX

★ SKILLS

- Negotiation
- CRM (Salesforce)
- Problem-solving
- Lead Generation (LinkedIn, email)
- Reporting
- Results-oriented
- Microsoft Office (Word, Excel, PowerPoint)

CAREER OBJECTIVE

A forward-thinking salesperson with 5+ years of experience and over \$2M in sales who knows the importance of empathy and attentiveness in closing deals. Seeking a lead sales specialist role where I can continue to foster and hone these traits as I continue to grow within an accomplished sales organization like Pitney Bowes.

WORK EXPERIENCE

Sales Specialist

Humana

 2024 - current  San Antonio, TX

- Created and delivered presentations to decision-makers, leading to a **27% improvement over expected lead conversion**
- Recruited physicians and staff to attend local, regional, and national training programs for Humana products, resulting in \$285,033 in new revenue
- Supported the evaluation of new products and provided clinical feedback to marketing and sales
- Provided primary clinical training to customers, which improved the adoption of new products by 36%

Sales Representative

TQL

 2022 - 2024  San Antonio, TX

- Executed on outbound calling strategy to warm leads, leading to a close rate of 26%
- Worked closely with existing customers to understand their needs, resulting in \$400K in retention revenue
- Recorded notes in Salesforce to on-board customer service reps and account managers to customer profiles
- Maintained up-to-date knowledge of sales strategies and product offerings, leading to **\$223.4K in up-sell revenue**

Sales Assistant

Family Dollar

 2020 - 2022  Killeen, TX

- Served as point of contact for customer resolution, successfully **de-escalating 98% of issues** without management involvement
- Handled merchandise returns, assisted manager with ordering new merchandise, and scheduled store associates to accept deliveries and transfer to stockroom and sales floor
- Trained 20+ new sales associates in running the POS system, customer service practices, and opening and closing processes
- Deposited cash and checks to the bank, and helped the store manager maintain accurate records and time cards for payroll