

Veronica Elida Graham Garcia

Phone Numbers: 6347-2426 216-3460

Buenos Aires Chilibre

**Personal Info:**

Age:                                                                                                       27

Date of birth:                                                                                     24th of November 1988

ID:                                                                                                          8-832-1567

Martial:                                                                                                Single

Email:                                                                          [veronicagraham1988@hotmail.com](mailto:veronicagraham1988@hotmail.com)

**QUALIFICATION SUMMARY**

**Sales Skills**

Initiates sales process by prospecting, scheduling appointments, making initial presentation.  Closes sales by building rapport, overcoming objections and providing solutions to the clients**.**

**Organized and Detail Oriented**

Efficiently manage multiple projects simultaneously. Successfully manage projects from contract to implementation with attention to detail. Able to manage computer programs such as: Word, Excel, Outlook, and Power Point.

**Effective Communicator**

Excellent verbal and written communication.  Effectively interact with various individuals and personalities.

**Customer Focused**

Establish and maintain client relationships.  Excellent follow-up skills.

**Bi-lingual**

Can speak English.  Fluent in both written and verbal communication.

**WORK EXPERIENCE**

Dell Panama:

 I served as an account executive, Responsible for a portfolio of over five hundred customers, responsible for up to 100% or more of sales quota established every quarter and implement initiatives against segment / Corporate, Provide pre -sales technical support and sales teams within the company during the sales process. Responsible for the delivery of solutions, products and / or services that meet the needs of customers of varying complexity ( by phone , chat , web or email) ; Build relationships with contacts assigned within the various factors set both to anticipate market / identify customer problems.

 Served as a project management analyst working toward developing a new work tool which was needed at the time named “renew on demand” tool was able to do massive quotes for different account sets as the agent wanted. Work closely with Dell engineering to repair on enhance tool experience.

 Sitel S.A:

 I served as a Technical Support Agent and Sales for Comcast, which provided tech support on cable, phone, and internet services. Responsible on selling the services as well.

**EMPLOYMENT HISTORY**

Dominos Pizza                                                                                      March 2004- 2011

Twenty-nine Palms Marine Base                                                          Nov 2007- Dec 2010

Sitel April 2013-Sep 2013

Dell Nov 2013- April 2016

**EDUCATION**

Twenty-nine Palms High School                                                                        June 2006

Received my High School Diploma

CMC College                                                                                              Aug 2006-Current

**REFERENCE**

Available upon request