

MICHAEL ZADRA

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Education

California State University, Chico
Bachelor of Science
Option: Marketing

December 2018
GPA 3.97

Butte College
AS Business Administration

December 2016

Experience

Sales Representative

Ray Morgan Company, Chico, CA

June 2019- Present

- Implemented SPIN selling techniques to help secure net new business
- Brought on a national account and sold out of our company's focus region
- Increased sales every quarter since starting

Network Technician

Ray Morgan Company, Chico, CA

March 2018- June 2019

- Supported the information technology of all departments within the organization
- Worked within a team to integrate software between line of business applications to increase workflow efficiency
- Demonstrated a natural affinity for troubleshooting and resolving client issues quickly, and delivering outstanding customer service while doing so

Service Technician

Ray Morgan Company, Chico, CA

September 2013- March 2018

- Worked for the service department on a part-time basis throughout college refurbishing and setting up equipment
- Resolved system failures and ensured customers were satisfied
- Work with multiple departments to accomplish setups for large 100+ device installs

Additional Skills

- Professional Sales Certificate from Seufferlein Sales Program
- Network, OSI Model,
- CRM Platforms