

Stephen G Martin

705 North Franklin Street
Wilkes Barre, PA 18705
(845)313-5247
stegmar21@gmail.com

Objective

My goal is to provide your organization with a decade of experiences and professionalism to improve the efficiency and profits. I strive in a fast-paced environment and possess strong qualities such as focus, patience, organization, efficient verbal and communication skills, and the determination to go above and beyond.

Skills

- Excellent organizational skills
- Excellent written and verbal communication skills
- Strong customer relations skills
- Word Processing and Typing (55 wpm with a 96% accuracy)
- Data Entry
- Ability to adapt to various computer software programs/systems
- Ability to work independently and in a team setting
- Microsoft Office Suite e.g.: Word, Excel, Outlook, PowerPoint, etc.
- Ability to operate multiline telephone system software and hardware
- Hospitality
- Music and Dance Performance

EXPERIENCE

E-Solutions

Wilkes Barre, PA

Telecommunication Representative, April 18-Present

- Assigned to a temporary project working with Geisinger Health Plan for the Small Business Sales Department.
- Verifying business contact information entered in Onyx database.
- Cold Calling businesses to set up sales appointments for Account Executives.
- Requires an extreme focus to pay attention to detail
- Requires excellent communication and organization skills
- Requires the ability to work diligently in a timely manner
- Requires excellent Computer Skills, and the ability to adapt different types of Operating/Programing Systems.

Direct Energy Business LCC.

Forty Fort, PA

Sale Specialist, March. 17- Dec. 17

- Carried out Inbound and Outbound Telephone Sales for alternative energy supply for natural gas and electricity.
- Informed energy consumers of the pricing option for energy supply cost for various utilities where Deregulation stands
- Enrolled Consumers into fitting price plans, in a professional manner.
- Adapted to constant change in information and sales process in a fast pace environment.

SOVA Technologies Inc. *Platinum Agent of Verizon's Partner Program*

Wilkes Barre, PA

Sale Support Specialist, Oct. 15- Nov. 16

Account Manager, Aug. 15- Sept. 15

- Provided notable sales support for door to door and Tele-sales teams from various Independent Sales Agency who sold primarily Verizon Dial-tone, Broadband, and TV products, as well as Time Warner, Comcast, and other independent Broadband and Landline Service Providers.
- Needed to possess the knowledge of the different Voice products; Sip, Analog, PRI, LD, Toll Free, etc....
- Needed to possess the knowledge of the different Broadband products; Fiber, FiOS, Ethernet, Dedicated Internet, etc....
- Needed to possess the knowledge of different Data Systems; SDN/SDWAN, M2M, and other various services such as Cloud Services and Wireless Mobility/Communications
- Assigned the task to work independently in many different systems and internal database to resolve any sales, provisioning, pricing, and order issues for any agent that I was assigned to work with.
- Required an extreme focus to pay attention to detail
- Required excellent communication and organization skills, as well as having the ability to work diligently in a timely manner.
- Required excellent Computer Skills, and the ability to adapt different types of Operating/Programing Systems.

Base One Technologies

Pittston, PA

General Clerk III, Dec. 14- July. 15

- Provided Customer Service for consumers who were appealing the Eligibility Determination rendered by the Affordable Care Act.
- Carried out the duties of an Inbound/Outbound Telephone Support Representative in a Call Center environment
- Gathered personal and time sensitive information, in a secure and professional manner.

Manpower

Wilkes Barre, PA

General Office Clerk, Oct. 14- Jan. 15

- Assigned temporary position working as Mail Clerk for Guard Insurance in Wilkes Barre, PA
- Carried general Office Duties including filing, sorting through several digital databases,
- Requires excellent communication and organization skills
- Needed the ability to work diligently in a timely manner while paying attention to detail.
- Requires excellent Computer Skills, and the ability to adapt different types of Operating/Programing Systems.

Bob's Discount Furniture Store

Wilkes Barre, PA

Office Associate, Jun. 14- Oct. 14

- Assigned the task to carry out general clerical duties, running store inventory reports, ensuring that all pricing and advertisement were up to date, scheduling and tracking deliveries of furniture, and providing customer service to patrons.
- Also, had the task of setting customer's up with various finance options to pay for their merchandise.

Sundance Vacations

Wilkes Barre, PA

Outbound Telesales Representative , Feb. 14- May. 14

- Cold calling to prospects with the vacation opportunities while presenting Timeshares as a favorable way to take their dream getaway. Required the ability to use a Multi-Dial System.
- Required excellent communication and organizational skills, as well as having the ability to work diligently in a timely manner.
- Required excellent Computer Skills, and the ability to adapt different types of Operating/Programming Systems.

Direct Energy LCC.

Forty Fort, PA

Inbound/Outbound Telesales Representative, Jul. 12- Nov. 13

- Carried out Inbound and Outbound Telephone Sales for alternative energy supply for natural gas and electricity.
- Informed energy consumers of the pricing option for energy supply cost for various utilities where deregulation stands
- Enrolled Consumers into fitting price plans, in a professional manner.
- Adapted to constant change in information and sales process in a fast pace environment.

SUNY Orange Financial Aid Office

Middletown, NY

Auxiliary Worker, Jul. 10- Jan. 12

Student Worker, Aug. 09- Nov.09

- Assisted students with the financial aid applications to receive funding for their Tuition cost.
- Carried out clerical duties such as answered incoming calls, filing, scanning documents into internal database, and assisting the counselors and administrators in special projects.

R Solution of RadioShack

Middletown, NY

Assistant Manager, Jan. 09- Feb. 10

Sales Associate, Jun. 08- Jan.09

- Responsible for assisting Management with Wireless Communication Sales Operation for a small business model.
- Applied motivating and innovating sales skills toward the sales of wireless phone service and devices for all major and prepared cell phone providers as well as Direct TV Salient service.
- Negotiated and advised the terms and conditions of service to the consumer.
- Provided onsite technical support, accessory and deceives.

EDUCATION

- **Capella University Online**, *Minneapolis, MN*
Pursing B.A. in Computer Science, Part-Time Student; Mar. 16- Present
- **Everest University Online**, *Tampa, FL*
Pursued A.A. in Information Technology, Part-Time Student, 9 Credits earned; Aug. 11- Jan. 13
- **SUNY Orange**, *Middletown, NY*
Pursued A.A.S. in Computer Systems Networking and Telecommunications, 14 Credits earned; Jun. 10- May.11
- **Manhattanville College**, *Purchase, NY*
Pursued B.A. in Dance Performance; Minor in Music Production, 28 Credits earned; Aug.06- Jan. 08
- **Valley Central High School**, *Montgomery, NY*
Diploma, 2006

****Can furnish References upon Request****