

## OBJECTIVE

*To obtain a sales/customer service position where I can showcase my inside/outside sales experience, corporate training, client management, and strong work ethic to increase profits and customer satisfaction with a growing company.*

## COMPUTER SKILLS

🖥️ **Platforms:** Microsoft Windows 10, Microsoft Windows 8, Microsoft Windows 7, Microsoft Windows 2000, Microsoft Windows XP, Microsoft Windows Vista, and all older platforms such as: Microsoft Windows 95, 98, 8, 8.1 etc. All iOS Mac platfroms

🖥️ **Relevant Programs:** SAA Merchant Application Tool, Siebel 10.1, QuickBase, Inquira, UGT, Wolfpack, Salesforce, Demand Force, etc.

🖥️ **Microsoft Programs:** MS Office, MS Visio, MS Project, QuickBooks Desktop\Online

🖥️ **Typing:** 45 WPM

## Core Competencies

- 🖥️ Customer Service
- 🖥️ Revenue Generation
- 🖥️ Cold and warm calling
- 🖥️ Proactive
- 🖥️ High call volume oriented
- 🖥️ Technologically savvy
- 🖥️ Reliable
- 🖥️ Referral/Repeat Business Generation
- 🖥️ Consultative Sales
- 🖥️ Ability to Adapt & Build a Rapport

## Work Experience

**Host Home Provider, Oct 5<sup>th</sup> 2017 – Present** 🏠 **COLarity LLC, Aurora, CO**

- 🏠 Provides Host Home Services
- 🏠 Scheduling and Documentation

**Repair Specialist, Oct 31<sup>st</sup> 2016 – Jan 17<sup>th</sup> 2018** 🏠 **Comcast Xfinity, Aurora, CO**

- 🏠 Provides Technical Assistance for Comcast residential and business customers
- 🏠 Sells home security, digital voice, programming, and equipment to end users
- 🏠 Customer retention

**Portfolio Manager/Sales, Sept 10th 2015 – Aug 2nd 2016 📍 INTRIX TECHNOLOGY, Westminster, CO**

- 📋 Consults Small/Medium Business owners
- 📋 Sells Merchant Services, and other Small Business Solutions
- 📋 Customer retention

**Small Business Consultant, Aug 6<sup>th</sup> 2012 – Aug 28<sup>th</sup> 2015 📍 INTUIT, Englewood, CO**

- 📋 Consults Small Business owners
- 📋 Sells Quickbooks, Payroll, Merchant Services, and other Small Business Solutions
- 📋 Align sales presentations with customer needs
- 📋 Adheres to sales processes
- 📋 Understand products and set appropriate expectations with the customer
- 📋 Share best practices for sales calls

**Payments Specialist, Oct. 2011 – Aug 6<sup>th</sup> 2012 📍 INTUIT, Englewood, CO**

- 📋 Assist customers in setting up Merchant Accounts
- 📋 Recognized for ability to quickly establish rapport with customers, up-sell products and build a loyal clientele
- 📋 Work Closely with Sales In-house Associates to ensure small business success
- 📋 Set up payment options for Prospective customers websites
- 📋 Implement cost cutting strategies by providing exceptional support for sales agents

**Technical Service Representative, Aug. 2009 – Sept. 2010 📍 Dish Network, Littleton, CO**

- 📋 Assists customers with troubleshooting, and product features
- 📋 Assists customers with billing and payment
- 📋 Sell\Up-sell various entertainment products and services as well as hardware systems and accessories
- 📋 Provides technical support through on-call resolution to establish a long term customer relation

**Order Specialist II, Oct. 2006 – Jul. 2008 📍 Sprint Nextel, Englewood, CO**

- 📋 Assists customers with troubleshooting, and product features
- 📋 Executes Up-sell opportunities
- 📋 Receives incoming and makes outgoing calls to Retail and Indirect Sales Associates
- 📋 Provides Technical Assistance for Retail and Indirect Sales Associates
- 📋 Skilled in improving customer retention levels within highly competitive markets

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## Education

Community College of Aurora 2010 📍 *Currently pursuing a Degree in Business Management.*

Hartenbach High School 2001