

Lionel Jourdain
164-02 Foch Blvd
Jamaica, New York 11434
Phone: (718) 730-4240 Email: lionelj.jourdan@gmail.com

Education

Miami Dade Community College, Miami, FL
Liberal Arts & Science September

Experience

DISH Network LLC, Roseland NJ

February 2016- August 2018

Customer Retention Rep

- Responsible for retaining customers talk with 35-50 existing customers per day, from all over the country.
- Educate current customers on why they should stay with DISH.
- Overcoming objections.
- Helping customers choose the best package for their needs.
- Saving existing customers money.
- Help train new reps, with my knowledge of company systems and customer handling skills.

Inside Sales Representative (DISH Network)

- Responsible for new Customer growth.
- Answer inbound sales inquiry.
- Sharing knowledge and enthusiasm about product pricing, services and technology.
- Able to speak to 25-30 potential customers per day, nationwide.
- Interact with a diverse potential customer base.
- Build quick rapport using confidence and assertiveness.
- Educate prospective customer on why they should choose Dish over competitors.
- Comfortable overcoming objections.

Bloomington, New York, NY

Sales and Merchandises Specialist (Ovadia & Sons), December 2015 – December 2016

- Build client relations to better sales while advising of new merchandise and promotions
- Provide exceptional customer service by problem solving and ensuring clients receive outstanding service.
- Work with logistic department managers in planning and implementing merchandise presentations, while educating departments on styling tables and back walls.
- Execute quality and detail for all designs, compositions, and merchandising for over 18 different brands in the men's department including: Marc Jacobs, APC, Sandro, Public Schools, Paul Smith, and Y3.
- Continues to further knowledge development of fashion designers and seasonal trends.

The Walking Company, New York, NY

Store Manager, August 2014- June 2015

- Increased sales volume by 28% in less than six months.
- Handled all customer service issues.
- Formulated daily/weekly sales and active reports.
- Managed all aspects of business operations.
- Conducted annual performance reviews of all staff.
- Communicated corporate information to a district of 14 stores.
- Managed profit and loss Successful organize and operate a flagship location.

The Walking Company, New York, NY

Assistant Manager, July 2010- August 2014

- Organized and formulated entire range of retail management.
- Provided necessary assistance for merchandising and visuals.
- Conduct annual performance reviews.
- Managed cash control and switched consumer support criticisms.
- Obtained required controls regarding opening or closing a store.
- Took necessary measures for recruiting, training and coordinating store personnel.
- Organized bank transactions as well as regular sales reports.

Notable Achievements & Skills

- Fluent in French
- Fluent in Creole
- Ranked number two in sales for three consecutive years
- Ranked top five in KPI four consecutive years
- Awarded three consecutive years for best customer service

References furnished upon request