

Thiago Luiz Batista

BRAND AMBASSADOR (PART TIME)

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SUMMARY

Creative, fast-moving, hardworking, motivated and optimistic Sales Associate looking to join a new and passionate team. Solid experience in sales, customer service and conflict resolution. Eager to discover new products and enjoy a positive overall store experience.

KEY SKILLS

- Strong leadership skills
- Self-Motivated
- Excellent Customer Service
- Great Communication Skills
- Time Management
- Brand & Product Knowledge
- Friendliness & Empathy

EDUCATION

Software Engineering Technician

Jan. 2020 - July 2021
Centennial College Progress
Center, Scarborough, ON

WORK EXPERIENCE

*May. 2017 - Jun. 2019 • Sales Associate • Senior Associate Manager
CellB 360 Telecom • São Paulo • Brazil*

*Jan. 2009 – May. 2017 • Sales Manager • Business Director
Cross Soluções em Revestimentos • Osasco • Brazil*

- Lead customers on purchases based on interests, promotions, and other sales and preferential parameters.
- Responsible for the inventory managing, product assembly, packaging and deliverance of the products to customers.
- Worked with sales team to collaboratively reach sales targets, meeting or exceeding consistently my personal quotas sales goals.

CUSTOMER SERVICE

Quickly developed relationships with clients through the use of rapport techniques. Used social media actions to monitor after-sales activities and customer satisfaction, ensuring overall business and operations growth in the region.

PRODUCT KNOWLEDGE

Maintained up-to-date product knowledge and information on upcoming product releases to help optimize seasonal buys and boost sales. Answered customer questions regarding popular products and suggestions.

KEY ACHIEVEMENT

Promoted three time due to exceptional sales performance and customer service skills strengths.