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| Gary Beard Jr  67 Woodlawn St, Hamden Ct 06517 · 203-710-3517  Gbeard04@gmail.com · www.linkedin.com/in/gary-beard-jr-mba-4868b668 |
| I firmly believe my career has strengthened my expertise in understanding business, customer, marketing, and problem solving. I’m motivated and ready to expand my career knowledge and grow within an organization. I have a proven record of success in field of building a relationship with new and existing customers. High emotional intelligence and innovative management style with strong organization and communication skills. |

# Experience

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| January 2019 – April 2020*Business Solutions Consultant*, square 9 Softworks  * Providing consultative solution development skills with ability to incorporate software, professional service and hardware requirement * Assist the sales team in solution development and project design * Deliver solution design plans to the sales team for proposal generation * Represent the company at business related functions such as trade shows, client presentation, reseller events and other sales related venues * Develop and maintain high level of product knowledge, public speaking, presentations, and seminars. * Represent the company at business related functions such as trade shows, client presentations, reseller events and other sales related venues  June 2015 – December 2018*Northeast Business Operations Coordinator*, Verizon  * Providing primary sales and administrative support to large businesses by analyzing their accounts and completing sales transactions * Providing customer service to business account holders by promoting self-service portals, performing account maintenance, educating on new technological advances available to their business, and assisting businesses on their site to assist their employees with their new devices, etc * Project lead on deployments of wireless solutions for Business to Business Accounts * Ability to effectively work on multiple assignment in a fact pace environment * Define strategy and business plans for launch of new equipment, plans, and services * Team member of National Digital Team with focus on e-commerce solution to increase utilization and performance |
| August 2013 – May 2015*Lead Customer Service Representative*, Verizon  * Administered training to other customer services representatives and provided support and evaluations to the teams; also prepared and analyzed reports concerning customer service and billing matters for review * Lead quality improvement initiatives in identifying and developing solutions for department and cross-functional processes; review and modify issues as needed for the productivity * Coached other customer service representatives in high-risk customer interactions, updating them on the new business plans and services available to account holders, and training them on new selling techniques  June 2008 – July 2013*Continuity Marketing Operation Representative*, Verizon  * Worked directly with ACSS, Onepos, and WebApp services * Completed telesales transactions for new lines, accessory revenue, plan migrations, mobile broadband solutions, and insurance during high call volume periods * Completed outbound calls to customers and welcoming them as new account holders by providing general customer support * Provided guidance to other marketing representatives in delivering ethical customer services (i.e. training them in listening, problem solving, and negotiation skills)  March 2009 – September 2009*Loyalty/Winback Marketing Coordinator*, Verizon  * Educate and negotiation skills on winning back customers, while also effectively resolving customer disputes, service issues, price plan analysis, contract renewals, and other proactive customer relations. * Established sales techniques to be utilized within the Winback program specifically focusing on 4G products and services |

# Education

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| September 2018Masters in Business Administration, Strayer UniversityGraduated September 2018-GPA 3.545 |
| May 2008Bachelor of Arts-history, Southern Connecticut State University |

# Technology Competencies

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| * Account Management * Business to Business * Sales Operations * Android * Problem Solving * Mentoring | * Project Management * Call Centers * Microsoft Office * IOS * Customer Service * Team Building |

# Activities

*Honorary Achievements:* Emerging Talent for Aspiring Leaders, 2012- awarded for excelling in sales goals, and providing coaching and development, and continuing to show mastery of sales skills.