

# MARVIN TELLO

## *Sales Specialist*

✉ mtello@email.com

☎ (123) 456-7890

📍 San Antonio, TX

🌐 LinkedIn

## EDUCATION

Bachelor of Arts

Business Management

**Texas A&M University  
Central Texas**

📅 2012 - 2016

📍 Killeen, TX

## SKILLS

Negotiation

CRM (Salesforce)

Problem-solving

Lead Generation (LinkedIn,  
email)

Reporting

Results-oriented

Microsoft Office (Word, Excel,  
PowerPoint)

## CAREER OBJECTIVE

As a forward-thinking sales person with 5+ years of experience and over \$2M in sales, I know firsthand the importance of empathy and attentiveness in closing a deal. Seeking a sales role where I can continue to foster and hone these traits as I continue to grow within an accomplished sales organization like Pitney Bowes.

## WORK EXPERIENCE

### Sales Specialist

#### Humana

📅 September 2018 - current

📍 San Antonio, TX

- Created and delivered presentations to decision makers, leading to a 27% improvement over expected lead conversion
- Recruited physicians and staff to attend local, regional, and national training programs for Humana products, resulting in \$285,000 in new revenue
- Supported the evaluation of new products, and provided clinical feedback to marketing and sales
- Provided primary clinical training and education to customers, which improved the adoption of new products by 36%

### Sales Representative

#### TQL

📅 April 2016 - September 2018

📍 San Antonio, TX

- Executed on outbound calling strategy to warm leads, leading to a close rate of 26%, which exceeded expectations by 50%
- Worked closely with existing customers to understand their needs, resulting in \$400,000 in retention revenue
- Recorded notes in Salesforce to on-board customer service reps and account managers to customer profiles
- Maintained up-to-date knowledge of sales strategies and product offerings, leading to \$225,000 in up-sell revenue

### Assistant Manager

#### Family Dollar

📅 June 2013 - April 2016

📍 Killeen, TX

- Served as point of contact for customer resolution, successfully deescalating 95% of issues without management involvement
- Handled merchandise returns, assisted manager with ordering new merchandise, and scheduled store associates to accept deliveries and transfer to stockroom and sales floor
- Trained 20+ sales associates in running the POS system, customer service practices, and opening and closing processes
- Deposited cash and checks to bank, and helped the store manager maintain accurate records and time cards for payroll