



BRONSON **BLACKABY**

Entry-Level Sales Representative

CONTACT

bblackaby@email.com 

(123) 456-7890 

Brooklyn, NY 

[LinkedIn](#) 

CAREER OBJECTIVE

Energetic and persuasive retail sales associate with experience working directly with customers to ensure their satisfaction. Looking for an opportunity to work for a KPI-focused, science-backed company like Mid-Atlantic Surgical Systems.

EDUCATION

Bachelor of Arts

Communication

University of Pittsburgh

2015 - 2019

Pittsburgh, PA

SKILLS

CRM (Hubspot, Salesforce)

Outbound lead generation

Negotiation

Presentation skills

Results-oriented

Time management

Persistent

WORK EXPERIENCE

Ticket Sales Associate

Carnegie Science Associate

April 2018 - current / Pittsburgh, PA

- Quickly triaged and directed customer requests to ensure an optimal experience at the science center
- Exceeded annual membership targets by 23% by encouraging a compassionate, customer-centered approach
- Up-sold tickets to 3-D amphitheater by maintaining an up-to-date catalogue of movies, exceeding quarterly goals by 31%
- Recommended double-ticket features for IMAX and planetarium showings, outselling science associates by 15%
- Assisted customers over the phone, helping them secure reservations, tickets, and refunds

Technician

Pitt Computer Science Help

January 2016 - April 2018 / Pittsburgh, PA

- Worked with students in the student computer lab to diagnose and remedy network and connectivity issues
- Implemented a triage system, which expedited ticket requests by 30% depending on severity
- Maintained a student satisfaction ratio of 4.5/5, which exceeded targets of 4.0/5
- Recognized as the Top Student Employee of June 2018
- Updated lab with new software, performed maintenance on hardware, and notified lead tech of inventory shortages

PROJECTS

Pitt Science Junior Collegiate

Co-founder

May 2017 - current

- Recruited over 50 students to lead 20-minute rotating summer science classes for aspiring science students
- Negotiated with local businesses to invest \$325,000+ into the recurring summer program