

## Sales & Service

- ❖ Recognizes and seizes sales opportunity ❖ Develops sales relationships ❖ Overcomes resistance ❖

Candidate offers history of successful sales and service in the technology sector. Exceeds sales targets through effective communications: listens actively to gain full understanding of the issue, interacts with client to determine client's requirements, and offers alternatives to overcome obstacles and resistance. Successfully de-escalates issues, and retains client loyalty. Recognized for ability to aggressively gain sales with a low-key approach.

► **Sales abilities recognized with bonuses, promotions, and training responsibilities.**

### HISTORY OF SALES & SERVICE

Local Communications, Kitchener ON 2006-present

#### **Customer Relations Representative | Customer Service Representative**

Within 6 months of hire, after completing 6 weeks of training, 4 weeks of shadowing, and a few months as customer service representative, promoted to more challenging customer relations role.

- ◆ Excel in biannual performance reviews, and quality team reviews: Score high on 5 measured call metrics: length, tone, information and request verified, and creating a sales opening.
- ◆ Handle approximately 40 calls daily, calls that deal exclusively with customers who are calling in to cancel their service: deal with irate and disgruntled customers on each call.
- ◆ Meet or exceed sales quotas for wireless and home phones: out of approximately 40 daily calls handled, will retain 35, sell 5, and have 10 callbacks for further potential sales.
- ◆ Complete extensive, ongoing in-house training on diffusing situations, overcoming obstacles, establishing a relationship in sales, as well as technical product training.
- ◆ Achieve 80% above average in customer retention, perform in top 5% of representatives.
- ◆ Receive performance bonus 100% of the time, each and every quarter.

Local Bar, Kitchener ON 2004-2006

#### **Waitress | Bartender** (full time)

Worked 8-10 hour shifts handling 8 tables of up to 60 people in this busy downtown location.

- ◆ Developed a reputation for good service, for being able to chat with clientele, and for upselling with additional drinks, appetizers, and so on.
- ◆ Chosen to assist in opening of second location, "Name," in Town, ON: trained up to 30 staff over 6 months, approximately 10 at a time for 3 weeks.
- ◆ Asked by manager to serve high profile clientele. For example, a local celebrity hockey player and his guest, higher profile clients during Wednesday *Event Nights* hosted by The Name radio station, and reservations from the staff of Large Local Corporation.

Local Department Store, Kitchener ON 2003

#### **Visual Presentation and In-Store Marketing** (seasonal, part time)

Assembled in-store displays; created fashion matching displays for clothing departments.

### EDUCATION

Conestoga College

- ◆ **Business Marketing**  
(2 years completed)

### ADDITIONAL TRAINING

Local Communications

- ◆ In-house: Extensive Sales & Customer Service, and Technical Wireless Product Training