Robert Smith

Associate Sales Representative

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SUMMARY

Associate Sales Representative with 2 plus years of experience is seeking to apply and further advance my skills and background in business, marketing, and customer service towards the growth and sustainment of a thriving business organization.

SKILLS

Microsoft Office, Customer Service, Sales, Account Management, Social Networking, Multi-Line Phone System

WORK EXPERIENCE

Associate Sales Representative

Tech Data - August 2015 – August 2017

- Assisted senior sales representative to achieve 110. 5% to quota in 2016.
- Utilized analytical data generated from sales reports to develop strategies for new opportunities within the territory.
- Managing the inbound/outbound sales calls, chat and emails in order to quote prices and place orders for product and services to ensure daily and quarterly sales goals are met.
- Understanding the ownership of the customer satisfaction experience as vital to territory and corporate success.
- Managing the resolution of routine, non-complex issues under some directions or guidance.
- Answering the customer questions on pricing, availability of products, and any shipping or service issues related to placed orders.
- Displaying an understanding of the importance of the customer experience from relationship development to issue resolution.

Sales & Conversion Specialist

Shopper Approved - March 2015 – August 2015

- Provided the software to collect merchant and product star ratings and reviews from customers at check out at a 42% conversion rate to then be syndicated into Google, Yahoo, and Bing.
- Provided customizable seals and widgets, which will increase conversions by a minimum of 12%.
- Consulted the merchant through the setup process with our best practices.
- Managed and maintained the relationships with over thirty customer accounts.
- Met personal sales quota month to month to keep up with growing demand of expanding the customer base.
- Performed standards in multiple functions (productivity, performance, safety, quality).
- Fostered lasting relationships with customers building loyalty and expanding client bases.

EDUCATION

Bachelors Of Science in Business Marketing - August 2015(University Of Central Florida - Orlando, FL)Associate Of Arts in Business Marketing - December 2012(Valencia Community College - Orlando, FL)

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