

# ROBERT SMITH

## Bilingual Sales Representative III

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Seeking to change career paths, and to obtain a position in the field of social work/public service that will utilize extensive interpersonal skills, bilingual Spanish skills, and teaching experience.

## EXPERIENCE

### Bilingual Sales Representative III

#### ABC Corporation - NOVEMBER 2007 - JULY 2012

- Answered customer questions regarding store merchandise, department information, and pricing while also cultivating a high level of customer satisfaction in a high-stress environment.
- Played a key role in increasing retention as well as satisfaction rates.
- Provided an elevated customer experience to generate a loyal clientele.
- Developed highly empathetic customer relationships and earned a reputation for providing accurate and discerning billing analysis.
- Utilized multi-tasking and tech-savvy skills to resolve challenging customer issues including device-related troubleshooting, billing, and service inquiry issues in person and via telephone.
- Answered a high volume of customer calls along with delivering innovative and individualized solutions satisfying the ever-changing needs of a diverse customer base in a high paced environment.
- Experienced at developing trouble tickets in order to escalate and accurately resolve mobility troubleshooting issues.

### Bilingual Sales Representative

#### Delta Corporation - 2002 - 2007

- Responsible for the representation of the Hispanic population of the Greater Grand Rapids area.
- Sell phones to customers.
- Explain the features and each plan as well as whats included in the plans.
- Help with technical issues Discuss warranties and insurance on the phones.
- Do transactions.
- Assist Customers Thru Phone Present and Sell TV/Internet/Phone Services Enter/Process Order Thru CSG System.
- Provide great customer service in Spanish while achieving sales goals.

## **EDUCATION**

- Bachelor of Arts in Spanish and Elementary Education - (Siena Heights University - Adrian, MI)

## **SKILLS**

Lead Generation, Leadership, Outgoing Sales.