

# ROBERT SMITH

## Senior Business Sales Consultant

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Senior Business Sales Consultant with 8 plus years of experience in the Technology and Telecommunications domain focused on maximizing sales by managing all accounts systematically and logically. Believes consistency and dedication build the most successful business partnerships.

## EXPERIENCE

### Senior Business Sales Consultant

#### Apple Inc - AUGUST 2012 - PRESENT

- Introducing the Apple solutions, technology, and services to business customers spend time on the sales floor.
- Generating new leads and build relationships, connecting over the phone or through in-store workshops and events.
- Discovering the customer needs through briefings and work with the business team to prepare and present proposals.
- Constantly adding revenue and building pipeline for future projected sales.
- For customers with more complex needs, working with the entire business team to craft the ideal solutions.
- Partnering with the Managers and Leaders on the floor to drive introductions of businesses as well as drive revenue.
- Increased sales volume by adding 364 new accounts last year in the new york city area.

### Retail Sales Consultant

#### AT&T - OCTOBER 2010 - JULY 2012

- Fielded and processed up to 35 calls per day while attaining new sales and repeat order requests.
- Offered telecommunication services to businesses including Mobile Devices, TV, Phone Services, and the Internet.
- Qualified for AT&T summit (annual paid trip for sales performers) for the year 2010.
- Generated of new business leads through telemarketing and cold-calling.
- Cross-sold services on 40% of calls by upgrading customers on webhosting services, high speed internet backup security plans, and unlimited nationwide calling plans.
- Identified customer needs while promoting products and services to increase customers telecommunications abilities and to increase profitability.
- Resolved on average 200 inquiries in any given week. Consistently meet performance benchmarks in all areas (speed, accuracy, and

volume).

## **EDUCATION**

- BUSINESS MANAGEMENT - 2010(Suffolk University - Boston, MA )

## **SKILLS**

Prospecting and cold calling, Proven sales track record, Strategic account development, Upselling and consultative selling, Relationship selling, MS Office, Customer-oriented, Mac OS & iOS proficient.