ROBERT SMITH

Business Sales Representative/Executive

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Seeking a full time position in public relations or public affairs utilizing and sharpening skills in communications such as needs analysis, positive energy, writing, editing, drafting press releases, and strong innovative ideas.

2011 – 2012

BUSINESS SALES REPRESENTATIVE/EXECUTIVE - ABC CORPORATION

- Sold 3rd party internet and voice solutions.
- Responsible for selling Message boards and other marketing products.
- Effectively built rapport with customers by probing for needs and recommended appropriate solutions.
- Achieved monthly, quarterly, and annual sales objectives, while ensuring the optimum customer experience and satisfaction by following established processes and procedures.
- Scheduled consumers for installation and confirmed each installation was completed.
- Resolved installation problems with consumers and DirecTV installers.
- Achieved over 125% of my goals and maintained over 70% close rate.

2002 – 2005

BUSINESS SALES REPRESENTATIVE - DELTA CORPORATION

- Sold Comcast voice, internet and TV solutions to commercial consumers.
- Informed consumers of additional product offers such as internet and web services to increase their business profitability.
- Quickly and effectively mastered program policy, procedure, product and database operations to become successful sales representative.
- Achieved over 135% of my goals.
- Followed up to confirm installation of each sale.
- Managed over 60 contacts a day, supporting consumers thru the installation process.
- Assisted consumers who needed additional attention due to construction needed for service.

EDUCATION

BA in General Studies - (University of Northern Iowa - Cedar Falls, IA)

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SKILLS

Public Speaking, Leadership, Sales.