

ROBERT SMITH

Core Commercial Account Executive

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Focused and dedicated Commercial Account Executive with 8 years of experience in the Telecommunications domain, motivated to provide superior customer service and develop leads and sales to build long-term client relationships.

JANUARY 2013 - AUGUST 2015

CORE COMMERCIAL ACCOUNT EXECUTIVE - WILINE NETWORKS

- Responsible for Account Management as part of the Wilines fastest growing voice and data service provider in the Bay area, owning and operating proprietary network independent from At&T.
- Solicited new business and prepared sales proposals for prospects and called on (commercial & wholesale) throughout the Bay area.
- Expanded into new markets. Built a broad, diversified and loyal customer based on referrals.
- Created and implemented a multi-stream prospecting plan, customer and prospect e-mail newsletters, direct mail, leave-behinds for cold calling and fax marketing.
- Oversaw the entire account management lifecycle, handled client inquiries and diffused challenging situations.
- Developed, managed, monitored and achieved operational and financial objectives for the assigned metro.
- Managed all installation activities to achieve exceptional customer satisfaction.

OCTOBER 2007 - JANUARY 2013

CLIENT SERVICES CONSULTANT 2 - WELLS FARGO BANK

- Responsible for supporting internal and external customers by providing client services account management within the commercial electronic office portal.
- Simultaneously managed and analyzed online electronic check deposit data enabling multiple clients to reduce the cost of physically handling and transporting original paper checks.
- Created customized proposals tailored for small to enterprise-sized businesses.
- Worked with the existing and new customers to present client technical submitted data feedback.
- Provided internal application improvement feedback that included fraud and fake check deposit prevention, check duplication, and MICR line data parsing and repaired to support, engineering, program management, and quality assurance.
- Set daily workload, tracked progress, revisited the plans to ensure objectives are met.
- This is Dummy Description data, Replace with job description relevant to your

current role. In case if you dont need it you can delete it.

EDUCATION

Customer Service - 2010(Rockhurst University / International Customer Service Association)Associates in Technology - 1995(College Of San Mateo Community College - San Mateo, CA)

SKILLS

Client Services, Process Improvement, Allegiance, New And Existing Business Development Growth, Staff Development, Training