ROBERT SMITH

Commission Sales Associate III

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A quick learner with a variety of multimedia, organizational, negotiation, and problem solving skills. An ambitious individual driven by the desire to excel in every situation.

EXPERIENCE

Commission Sales Associate III

ABC Corporation - MAY 2006 – APRIL 2012

- Assisted customers from their entrance into the department through checkout.
- Received customer recognition awards on a regular basis and consistently earned excellent marks on performance reviews.
- Assisted in training new hires in shoe department.
- Discovered customers wants and needs in order to assist in finding the right shoe for their budgets.
- Communicated with other stores in area to locate shoe style and size for customer if it is out of stock at our store and orders shoes for customers through online catalog when necessary.
- Solicited and filed customer information to maintain relationship via mailers, thank you notes, coupons, and telephone calls.
- Referred to customer prospect binder and contacted customer in a timely and professional manner regarding shoe availability.

Commission Sales Associate

Delta Corporation - 2001 – 2006

- Appliances, Electronics and Lawn & Garden Sales Accomplishments Consistently ranked at the top of the region and in the top performers nationally in.
- Skills Used Consultative Sales Customer Service.
- Answered questions and aided guests in making the best decision to fit their needs.
- Arranged installation and repair appointments for various home improvement and lawn care items.
- Guided guests through the installation process via phone or in person.
- Trained and educated new seasonal department associates to achieve both individual and departmental sales goals.
- Key Accomplishment Increased individual sales goals by effectively communicating with clientele, sales and store promotions.

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EDUCATION

- Bachelors of Arts in English - (Southern Illinois University Edwardsville - Edwardsville, IL)

SKILLS

Customer Service, Communication, Claims Processing, Contracts, Data Entry, Detail Oriented, Documentation, Email, Negotiation, Investigations.