

# ROBERT SMITH

## Consumer Sales Representative(Retail)

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Over four years of experience working in diverse retail sales and customer service environments. Maintained excellent customer service skills with a proven record as a top sales performer.

### **FEBRUARY 2011 - JUNE 2012**

#### **CONSUMER SALES REPRESENTATIVE(RETAIL) - ABC CORPORATION**

- Delivered sales result through providing exceptional customer service.
- Exceeded or met monthly sales goals of strategic products such as but not limited to, Voice, High-Speed Data, TV, and Internet Content Product offerings.
- Delighted and retained existing customer base by consistently providing exceptional customer service on all billing inquiries, seasonal service requests, toll inquiries, and other miscellaneous inquiries.
- Consulted with customers on these service calls to identify customer technology needs and offer TDS product solutions they may not currently have and/or offer at a better value.
- Followed cash management procedures to assure accuracy in all cash and payment handling from customer to deposit
- Kept current with promotions, products and technology necessary to exceeding or meeting sales goals.
- \${job\_description7}

### **2009 - 2011**

#### **CONSUMER SALES REPRESENTATIVE - DELTA CORPORATION**

- Sale telecommunication products to new and existing customers.
- Help customers with any questions or problems they had Middle man to several different.
- Sales representative for phone, Internet and television services.
- Take incoming calls for customers with inquiries and sales.
- Was responsible for all aspects of the sales and training for ICI Dulux paint products in eight Home Depot stores located in the Chicagoland area.
- This included, but was not limited to, training Home Depot staff on our products,
- This is Dummy Description data, Replace with job description relevant to your current role.

## **EDUCATION**

B.S in Management - June 2009(Miami Dade College - Miami, FL)



## **SKILLS**

MS Office, Marketing Strategies, Organizing, Cold calls.