

# Robert Smith

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## Consumer Sales Representative

### SUMMARY

I am a passionate leader who enjoys challenging assignments, achieving and exceeding sales objectives, and giving exceptional customer service. With over eight years of experience in management and sales and thirteen years in customer service with ability to meet objectives and build effective relationships that will align with your business mission.

### SKILLS

Research, Investigation, Product Development, Public Relations, Marketing.

### WORK EXPERIENCE

#### Consumer Sales Representative

ABC Corporation - November 2011 - January 2012

- Recommended and helped customers select merchandise based on their needs.
- Managed Exchanges and returns.
- Multitasking processing 20 customers orders per day merchandise for customers quickly and efficiently.
- Confirmed that appropriate changes were made to resolve customers problems.
- Informed customers about sales and promotions in a friendly and engaging manner.
- Processed up to 20 customer orders per day.
- Assisted current and potential customers with sales via telephone.

#### Consumer Sales Representative

Delta Corporation - 2009 - 2011

- Telephone Sales and Renewals, Warranty Specialist Monthly Commission Bonuses Based on Performance/Productivity.
- Personal computer and technology products manufactured and sold to domestic consumers.
- Year in Role Excellent foundation for sales process efficiency on a queue Consistently hit performance metrics, having a monthly average of 120% to.
- Recommend and sell telecommunication services and products to achieve established sales objectives.
- Multi-tasking in a fast-paced environment while operating a computer and holding telephone conversation Conduct special analyses and investigations.
- Updated and revised Customer Service Handbook Trained new and temporary Customer Service employees Assisted customers with telephone orders, email.
- Received inbound and/or made outbound telephone calls to sell home warranties.

### EDUCATION

Associate of Applied Science in Technology - March 2015(Technical Institute)