# ROBERT SMITH

## Customer Business Representative

**info@qwikresume.com | LinkedIn Profile | Qwikresume.com**

Responsible for Achieving and consistently exceeding monthly sales goals- strong work ethic and tenacity are key, Staying organized and manage your time effectively in order to complete your daily goals- you know that sales is a numbers game and youre here to win.

## EXPERIENCE

### Customer Business Representative

**ABC Corporation - JUNE 2004 – AUGUST 2004**

- Delivered expertise by identifying and analyzing customer and agent needs to ensure high satisfaction, growth and retention of business.
- Provided counsel, guidance and suggestions to our customers to adequately cover and protect what they value most. This is done by using upselling and cross-selling sales skills to educate customers and agents on new and existing insurance products & services.
- Uphold our customer care standards by achieving individual goals on call quality, handle time, lead transfer ratio, adherence, first call resolution, and reliability.
- Maintained and tracked accurate data in various computer systems.
- Reviewed, recorded, and organized written data from a variety of sources with no pre-established format.
- Handled confidential and proprietary information is critical.
- Knowledged and able to use Microsoft office tools is necessary.

### Customer Business Representative

**Delta Corporation - 2001 – 2004**

- Printing Systems Sales and Marketing Group 1986 to 1991 14B global leader in high-tech equipment, printing systems and document management software .
- Collaborated with field sales, technical services, operations and finance throughout order entry, installations, training, billing and ongoing .
- Forged relationships and maintained multi-million dollar contracts with corporations and government agencies.
- Carrollton, TX Jun 2015-Present Printing and marketing products company Customer Business Representative Worked with major Hospitals in the Dallas/.
- Updated the E-Commerce storefront with new images and pricing.
- Assisted in transferring accounts from the E-Quantum system to the EFI Pace system.
- Lewisville, TX Jun 1998-Jul 2001 Worlds leader in business process and document management Customer Business Representative

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## EDUCATION

- GED

## SKILLS

Microsoft Office, Customer Service.