

# Robert Smith

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## Customer Development Specialist

### SUMMARY

Outgoing, energetic Customer Development Specialist professional with a successful record in challenging positions involving communications with management, the general public, and peers. Adept in identifying customer needs, creatively solving problems, and possessing excellent listening skills.

### SKILLS

Microsoft Office, Testing Skills.

### WORK EXPERIENCE

#### Customer Development Specialist

ABC Corporation - February 2010 - November 2010

- Managed territory to achieve sales, profits, and goals for annual sales forecast.
- Maintained a call pattern with existing customers to promote sale of products.
- Developed customer rapport, demonstrate products, deliver market reports, provide menu planning, front and back of house training.
- Managed and maintained all account receivables and credit availability for customers within territory.
- Obtained new accounts, including prospecting, credit set-up, and transportation.
- Cooperated with customer service, credit department, warehouse, transportation, and all levels of management at a corporate level.
- Attended and participated in all sales meetings, training seminars, and trade shows.

#### Customer Development Specialist

Delta Corporation - 2006 - 2010

- Inbound telephone sales and service Implementation of unique experiments -- Heighten consumer awareness of Bose product benefits Collection of data --.
- Developed new territory in and around Ocala, FL.
- Created a comprehensive method for identifying and acquiring new customers.
- Used consultative skills to enable customers and prospects to control costs and improve sales and profitability.
- Developing customer base by prospecting potential clients Gained knowledge of new operating systems, from online ordering to recipe management Grew .
- Sale of Food Service Products and Supplies to Restaurants and Hotels.
- Use of networking, canvassing and professional contacts to generate new business.

### EDUCATION

MS