

Independent Distributor

ROBERT SMITH

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Objective

Seeking a career where I can continue to grow and utilize my skills and abilities further. Driven by a set of value; Integrity, Compassion, Relationships, Innovation and Performance that are guiding advancement.

Skills

Management, Customer Relationship Management, Order Processing, Money Management, Database Management, Supervisor, Construction.

Work Experience

Independent Distributor

ABC Corporation - May 2005 - March 2016

- Recruited managed and mentored an average of new customer service representatives per year.
- Improved service quality and increased sales by developing a strong knowledge of company's products and services.
- Provided detailed monthly departmental reports and updates to senior management. Addressed negative customer feedback immediately.
- Provided a high level of product and leadership support to representatives and clients.
- Collected, monitored and evaluated customer requirements to achieve desired delivery time and order fill rates.
- Resolved customer questions, issues, and complaints. Developed and implemented policies, procedures, and process improvement initiatives to improve retention rates and increase customer satisfaction.
- Recommended changes to existing methods to increase the accuracy, efficiency, and responsiveness of the customer service department.

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ABC Corporation - 2002 - 2005

- Attended the morning meeting, packed our pitch kits, cleaned vans out, packed vans up, traveled to destination then started knocking on doors until someone would let us in their home to do a kirby demo.
- We did approximately 3 demonstrations a day following the program and a 10 step guide.
- If we sold a kirby then we would fill out paperwork, call it in and teach the people how to operate it.
- Then do it all over again.
- This job taught me it is very important having a positive attitude.
- How you are effects everyone around you.
- It also taught me a lot about sales in general, and how you can learn something from everyone..

Education

High school - (Raleigh, NC)