

ROBERT SMITH

Junior Inside Sales Associate

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Junior Inside Sales Associate with 2 plus years of experience is seeking to work in a growth environment where hands-on team management approach and commitment to both personal and corporate success are valued. I am a results-oriented professional with strong customer service and supervisory experience with a proven track record through my performance of gaining the trust and confidence of my management team.

EXPERIENCE

Junior Inside Sales Associate

Fastener Service Corporation - 2017 - PRESENT

- Presenting, promoting and selling products/services using solid arguments to existing and prospective customers.
- Performing cost-benefit and needs analysis of existing/potential customers to meet their needs.
- Establishing, developing and maintaining positive business and customer relationships.
- Presenting, promoting and selling the products/services using solid arguments to the existing and prospective customer.
- Maintaining and developing the existing customers through personalized service, timely follow-up, and good customer rapport.
- Solving the customer issues on a timely basis, consider problems as opportunities to upgrade or offer alternatives.
- Utilizing all available resources for vendor inquiries and buyouts, including internet search and catalogs.

Sales Order Administrator

Rush Order - 2016 - 2017

- Managed the order cycle, processing in a timely and accurate manner.
- Processed the sales orders that reach the company by telephone, letter, email, or website portals.
- Checked orders to ensure correct details, such as prices, discounts, or product information upon delivery of the order.
- Monitored the order status, communicating with customers/clients shipping dates, delays, and handling complaints.
- Monitored the status and co-ordinate deliveries from various sources to delivery site.
- Performed the day-to-day administrative tasks such as maintaining information, processing paperwork, and filing.
- Worked with the purchasing team to ensure smooth transactions and provide post-sales.

EDUCATION

- Associates Of Arts in Administration Of Justice - May 2010(Gavilan College - Gilroy, CA)Certificate in Administration Of Justice - May 2009(Gavilan College - Gilroy, CA)

SKILLS

Marketing, Microsoft Excel, Microsoft Outlook, Microsoft PowerPoint