

# ROBERT SMITH

## Inside Sales Associate IV

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

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### SUMMARY

Highly experienced Inside Sales Associate IV with 32 plus years of experience in the Manufacturing domain. Able to multitask while being detail-oriented in a fast-paced environment, with minimal supervision while maintaining strict confidentiality. Focused with diverse industry experience including medical office, sales, and retail. Also, years of volunteer work at area schools and youth organizations. Excellent listening skills with exceptional oral and written communication skills.

### CORE COMPETENCIES

Microsoft Office, Accounts Receivable, Customer Service, Administrative Support, Account Management, Inside Sales, Multi-Line Phone System, Inventory Management, Receiving, Bookkeeping, Documentation, Excel, Filing, Medical Terminology, Notary Public, Sales, Typing

### PROFESSIONAL EXPERIENCE

#### Inside Sales Associate IV

**Avibank Mfg., Inc - 1987 – Present**

##### Key Deliverables:

- Responsible for processing orders for key customers such as Honeywell, Northrop Grumman, Boeing, and Spirit.
- Reviewing contracts to assure all requirements meet the companys policies.
- Preparing the price quotations or bids based on knowledge of the material, labor cost, manufacturing schedules, and processes.
- Communicating with the customers in assigned territory by phone to solicit orders for such products as aerospace production parts.
- Investigating and resolving the customer problems with deliveries and accounting issues.
- Responsible for incoming sales of approximately ten million dollars per year.
- Coordinating daily with production managers to ensure deliveries on domestic.

#### Inside Sales Associate

**ABC Corp - 1986 – 1987**

##### Key Deliverables:

- Received and initiated calls to close wholesale transactions for numerous.
- Called customers when items were available for pick up, stocking products on shelves.
- Responsible for maximizing inbound calls by demonstrating knowledge of the companys services and technology.
- Evaluated the consumer needs and recommended the appropriate products and packages.

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- Handled and resolved any complaints or concerns from customers.
- Entered and updated rates in the back-office system for billing purposes.
- Managed 90+ account profiles in CRM database for all assigned/unassigned accounts for service account purposes.

### EDUCATION

General Requirements/ Child Development - 1979 to 1981(L.A. Valley College )  
Accounting / General Office Skills - 1981(North Valley Occupational Center )  
General Training - 1978(North Hollywood High School )

