

# Robert Smith

## Inside Sales Associate

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### SUMMARY

Innovative and results driven Inside Sales Associate with 3 plus years of experience and focused on achieving exceptional results in highly competitive environments that demand continuous improvement. Experienced in the driving process, product and service enhancements, along with a track record of creating and implementing successful onboarding programs. Comfortable interacting with all levels of the organization and public.

### SKILLS

Quality Assurance, Logistics Management, Customer Relations/Employee Coaching, Coaching/Mentoring, Department Budget/Profit and Loss Prevention, Communications, Strategy, and Execution.

### WORK EXPERIENCE

#### Inside Sales Associate

WW Grainger - April 2016 - Present

- Building relationships with customer to help facilitate growth within my book of business.
- Helping foster productive relationships with the customer while driving Grainger values to help increase sells.
- Working to mentor and develop sellers on the floor to help them increase their daily work productivity.
- Sellers have shown an increase month over month in reference to percent to goal and system utilization.
- Helping to lead changes in the team by showing commitment and buy into my peers and explaining ways to help them learn the change.
- Motivating the team members to work as one unit to help hit our weekly and monthly commitments.
- Helping foster a team atmosphere with competition and comradely while also lifting team morale.

#### Inside Sales Associate

ABC Corp - August 2015 - April 2016

- Built rapport with current new customers to increase business profits, while maintaining quality customer relationships.
- Kept detailed records of events and order necessary supplies needed to complete orders in a timely manner.
- Organized calendars lead weekly meetings, scheduled appointments, conducted billing, placed orders, and answered office telephones, along with replying to emails for the sales department.
- Assisted in updating sales tools including creating tear sheets, tagging new product, updating price lists.
- Provided customers with 24-hour service by coordinating all service responses made after the normal hours of operation.
- Audited all contracts to ensure accurate billing of rates before monthly statements were sent to the customers.
- Maintained and updated customer clientele book for future call-backs of sales on upgrades, accessories, referrals, and new products.

## EDUCATION

MBA in General Business - January 2019(Webster University )Bachelor Of Psychology in Psychology - 2013(St. Marys University )