

Robert Smith

Inside Sales Coordinator

CONTACT DETAILS

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PERSONAL STATEMENT

A dedicated sales and customer service professional with over 5 plus years of experience in diverse settings. Extensive experience working closely with customers, resolving complex customer issues, managing several distributor accounts, and acting as a vital and enthusiastic internal departmental auditor. Strong working knowledge of principles and practices of business finance, accounting, organizational structure.

SKILLS

Marketing, Sales, Inside Sales, Microsoft Office Suites, Communication, Customer Service, Inventory Management, Adaptability, Management

WORK EXPERIENCE

Inside Sales Coordinator

Eagle Burgmann KE, Inc - May 2014 - Present

Responsibilities:

- Developing and maintaining positive customer relationships and maintaining a high volume of activity on multiple touch-points including outbound calls and emails in a transactional yet consultative environment.
- Working on special projects as needed.
- Serving as a functional lead in an ERP (Epicor) system transition, training sales department in relevant functions.
- Acting as a primary contact for ERP system related questions and information.
- Identifying project gaps and facilitating resolutions to streamline processes to increase business results.
- Creating the documentation of procedures for the sales department, testing the system for errors and completeness.
- Monitoring and communicating the Epicor project progress and variance through timeline management and providing updates and reports requested by management as required.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

Inside Sales Coordinator

Otterbox - 2012 - December 2013

Responsibilities:

- Communicated with customers handling complex issues, creating loyalty, managing a high volume workload in a deadline and quota driven environment, consistently meeting performance benchmarks in all areas (speed, accuracy, volume).
- Diffused angry callers, using tact and diplomacy, and located the resources for problem resolution.
- Prepared monthly reports and data capture for sales KPIs, and worked closely with the accounting department for forecasting.
- Provided comprehensive commission reporting packages for sales management and outside sales team on invoices for month end closing, and quarterly KPI reporting.
- Coordinated with project management, engineering, and shipping for pending orders.
- Coordinated the return and replacement of demo equipment for refurbishment and resale.

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

- Worked directly with the plants to ensure timely and accurate shipments by reviewing the backlog report weekly and managing resolution and potential problems.

Education

BS in Business Administration, Finance - (California State University)