

ROBERT SMITH

Lead Sales Specialist

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The objective is to obtain a position focusing on the development and enhancement of individual and team morale while maintaining a high level of productivity within business objectives and goals.

EXPERIENCE

Lead Sales Specialist

ABC Corporation - 2014 - 2016

- Generated a high volume of revenue through outbound/inbound calling meeting customers needs and exceeding quarter goals by 150%.
- Handled complex business transactions in a fast-paced environment.
- Supported premiere and global accounts and oversaw the ordering and installation of complex voice and data products such as DSL, ADSL, PBX systems, and trunk lines.
- Answered questions from other Representatives regarding calls and procedures.
- Handled escalated calls when a customer asked to speak to a manager, daily communication of events, status, and statistics with direct supervisor.
- Recorded and evaluated calls for exceptional customer service skills and policy and procedure adherence.
- Provided timely and constructive feedback to Support Professionals.

Lead Sales Specialist

Delta Corporation - 2009 - 2014

- Executing the companys vision through strategy, customer service, operations, sales, and communication.
- Blue print take offs of building materials Promoted the Department to new contractors Sales and Service Lead Specialist in Lowes Restoration Services .
- Include managing sales associates; including coaching and disciplinary actions, delegating assignments; organization and proficiency in specialized .
- Managed sales, general office organization, inventory planning and control, Loss Prevention Audits, handling customer product returns and resolution .
- Originally hired as a part-time employee, I was asked to continue, promoted to a full-time position and eventually promoted to a management position .
- Employment Qualifications Exercise superb expertise in brand knowledge for several upscale luxury liquor brands Providing

- consumers with extensive .
- Demonstrate products Report inventory and damages.

EDUCATION

- High School Diploma - 1977(FAMU D.R.S. - Tallahassee, FL)

SKILLS

Microsoft Office Programs, Internet Research, Account Management, Customer Service, Leadership.