ROBERT SMITH

Product Advisor II

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

SUMMARY

Looking to seek employment in the customer service area. Working in a call center because employee due to excellent customer service skills, hardworking and persistence attitude.

CORE COMPETENCIES

Customer Service, Technical Assistance, Microsoft Office.

PROFESSIONAL EXPERIENCE

Product Advisor II

ABC Corporation - December 2011 – January 2013

Key Deliverables:

- Provide technical assistance to a client of Concentrix ADT Security Services.
- Provide customer service and technical assistance to ADT customers. Provide customer service to Verizon Wireless customers.
- Helped customers find complete solutions concerning company products, accessories, and services to satisfy their needs.
- Completed troubleshooting of technical issues amongst varies types of Internet and mobile devices.
- Motivated associates to obtain monthly revenue and service objectives, and trained over newly hired employees.
- Cleaned the store throughout the day and after hours, and directed inventory replenishment and down stocking counts daily.
- Implement high-value Microsoft technology solutions and services across a broad range of devices that meet their individual needs.

PRODUCT ADVISOR

ABC Corporation - 2007 – 2011

Key Deliverables:

- Business to Consumer (B2C) advisor for a national home exteriors company.
- Spearhead the customer management process from conception through completion, ensuring to provide the highest level of customer satisfaction.
- Assess client needs and deliver product proposals within the organizations product suite.
- Formulate pricing and contract terms and negotiate closing.
- Selected accomplishments Manage a client base of 100 accounts, employing a variety of tracking tools that organize client management milestones throughout the sales process.
- Source and prospect new business development, providing prospective clients with solutions to meet routine and non-routine needs, which has resulted in a revenue profit of more than $250K.
- Develop and implement personal strategic sales objectives and techniques to meet and exceed companys business goals..

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EDUCATION

- - September 2008(Monroe Community College - Rochester, NY)

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