

# Robert Smith

## Rental Sales Associate

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## SUMMARY

Customer-focused Rental Sales Associate with a proven track record of 10 years in Sales domain. Experience in delivering quality service and order accuracy to day to day guests in high volumes. Innate problem-solver and customer-solutions provider in a demanding environment, employing knowledge of services offered, products and guest needs.

## SKILLS

Microsoft Office, Customer Relationship Management, Customer Service, Sales, Strategic Planning, Budgeting, Competitive Analysis, Internet Marketing, Marketing, Personnel Management

## WORK EXPERIENCE

### Rental Sales Associate

Avisbudgetgroup - February 2016 - Present

- Managing a wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Achieving the sales goals and service performance requirements through customer sales.
- Ensuring superior customer experience by addressing customer concerns, demonstrating empathy and resolving.
- Developing reputation as an efficient service provider with high levels of accuracy.
- Demonstrating the facility in dealing with co-workers in a positive, cooperative, and team-oriented manner.
- Ability and willingness to interact with customers in the same manner.
- Operating the computer counter agent control system in all relevant areas efficiently, i.e. opening and closing the rental contracts accurately, contract modification, print and update manifest etc.

### Marketing And Brand Awareness Coordinator

Dauntless Events - June 2010 - August 2015

- Created effective messaging using language, graphics, and marketing collateral. Cultivated and managed relationships with key clients, vendors and community partners.
- Managed project deadlines and monitored milestones through completion stage. Accounted for all inventory and.
- Ordered new stock. Greeted customers in a timely fashion, while quickly determining their needs.
- Responsible for building the brand's partnership & influencer strategy, assessing the impact on brand position and community growth.
- Created a clear brand positioning strategy to maintain brand relevance and highlight key brand messages and products for key business entities within the brand.
- Oversaw the social media and responsible for creating the overall content strategy including social first campaigns with content exclusives.
- Developed strategy and briefed for seasonal brand programs and relevant materials.

## EDUCATION

High School Diploma - June 2009(John Marshall High School - Richmond, VA )Bachelor Of Science in Customer Service - (James Madison University - Harrisonburg, VA )