



JACKSON TURNER

Junior Sales and Service Representative

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

SKILLS

Sales Forecasting



Data Entry Skills



Market Research



Sales Metrics Analysis



Product Demonstration



Customer Needs Assessment



INTERESTS

📖 Birdwatching 🧳 Traveling

🏆 Sports Coaching 🧶 Knitting

STRENGTHS

🔗 Pragmatism 🍃 Sensitivity

💖 Sincerity 📌 Stability

LANGUAGES



English

Polish

French

ACHIEVEMENTS

★ Achieved a 20% increase in customer satisfaction scores through effective service delivery.

★ Successfully resolved over 95% of customer inquiries on the first contact.

PROFESSIONAL SUMMARY

Ambitious Junior Sales and Service Representative with 5 years of progressive experience in customer engagement and sales. Expert in forging strong client relationships, resolving inquiries, and enhancing service delivery. Committed to providing personalized solutions that resonate with customer needs while driving organizational success.

WORK EXPERIENCE

Junior Sales and Service Representative

📅 Apr / 2021-Ongoing

Pineapple Enterprises

📍 Santa Monica, CA

1. Addressed and resolved customer product complaints with empathy and professionalism.
2. Gathered and verified essential customer information for effective tracking and follow-up.
3. Defused challenging customer situations calmly and courteously to ensure satisfaction.
4. Developed sales scripts to standardize communication with customers.
5. Managed high call volumes effectively in a fast-paced call center environment.
6. Conducted market research to identify potential sales opportunities.
7. Maintained professionalism while handling customer calls, contributing to a positive experience.

Sales And Service Representative

📅 Apr / 2020-Apr / 2021

Summit Peak Industries

📍 Denver, CO

1. Promoted and sold concrete and building materials to potential clients.
2. Conducted prospecting and cold calling to identify new business opportunities.
3. Addressed customer inquiries and concerns to ensure satisfaction and loyalty.
4. Utilized construction websites to identify and pursue potential projects.
5. Provided accurate quotes and mix designs to clients for various projects.
6. Achieved sales exceeding \$600,000, including contracts for major commercial developments.

EDUCATION

Bachelor of Arts in Business Administration

📅 Apr / 2019-Apr / 2020

University of Springfield

📍 Portland, OR

Focused on sales management and customer relationship strategies.