

ROBERT SMITH

Technical Solutions Manager

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An experienced professional with demonstrated ability to build efficient, reliable teams that work together to achieve goals and exceed expectations.

EXPERIENCE

Technical Solutions Manager

ABC Corporation - SEPTEMBER 2014 - SEPTEMBER 2015

- Train and develop retail sales reps in Small Business and build a market for small business outside of the retail location.
- Generate and close Small businesses leads and unify the connection between Retail and Business.
- Chosen by the District Manager to lead the District for Best Practices in Edge and TMP.
- Utilize a wide range of people and operational management skills to optimize the customer and employee experience and maintain the health of daily and long-term store functions.
- Selected to serve as the team leader and to develop, deliver comprehensive sales training.
- Ensure the complete success of new sales representatives through key sales initiatives.
- Ensure team contributes to the growth of a loyal customer base, provide ongoing development, training, and coaching that inspire and motivate my team.

Solutions Manager

Advance Ohio - 2009 - 2014

- Provide first-rate customer service, communication, and support to internal teams, vendors, and advertisers - focus on customer retention by going above and beyond what is defined by the role.
- Consult, educate and set appropriate expectations with the sales team and advertisers on products as well as appropriate fulfillment steps.
- Actively participate in pre-proposal meetings to offer insights into a strategy based on initial findings by the sales team during discovery sessions with advertisers.
- On-going analysis of campaigns (including Google Analytics) and compilation/review of custom reporting.
- Participate in client visits and conference calls to speak to the performance of digital campaigns and offer recommendations in budget and strategy to improve metrics based on campaign goals.
- Help design and critique creative assets from email blasts to display ads.

- Build and verify Salesforce opportunities, along with rebooking and billing efforts.

EDUCATION

- Diploma- August 2005(North Carolina A&T State University - Greensboro, NC)

SKILLS

Retail Management, Certified Six-Sigma Green Belt, Cost Cutting.