

# Daniel Gaines



## Customer Sales Representative

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<b>Place of birth</b>	San Antonio	<b>Nationality</b>	American
<b>Driving license</b>	Full	<b>Links</b>	<a href="#">Facebook</a> , <a href="#">LinkedIn</a>

### 01 PROFILE

*Experienced Customer Sales Representative with a knack for new business development with corporate clients above the 50 million turnover bracket. Responsible for over 40 key accounts and holds eight years' experience with cold calling, networking, and successful deal negotiations. Proven track record of exceeding sales targets and maintaining exceptional customer satisfaction levels with new and existing customers*

### 02 EMPLOYMENT HISTORY

03/2016 – Present

#### **Customer Sales Representative at Indigo Distribution**

*Birmingham*

*Individual sales performance increased following the implementation of a bi-monthly email campaign, which resulted in a 30% uptick in leads generated and a 20% improvement in monthly billings*

- Build creative sales strategies to increase customer satisfaction and attain business sales goals
- Actively involved in research efforts to identify new marketing strategies, business opportunities and the performance of competitors
- Participate in trade shows, sales workshops, sales seminars, and events on behalf of the business to increase visibility
- Stay on top of new trends and innovation within the industry
- Continuously network by staying an active member of relevant industry bodies locally and internationally where applicable
- Cultivate relationships with prospective new clients
- Present sales proposals
- Structure deals and payment terms
- Coach and mentor junior customer sales representatives

05/2011 – 02/2016

#### **Junior Customer Sales Representative at Blue Insurance Holdings**

*Phoenix*

*Making an average of 40-50 cold calls per day (Mondays to Wednesdays) and schedule a minimum of six client meetings per day (Thursdays and Fridays)*

- Find new sales leads via client referrals, industry publications and company directories

- Focus on inbound sales, cold calling for new clients and creating new clients on the CRM system.
- Schedule appointments for business development managers with prospective customers
- Prepare and submit regular sales reports to team leaders.
- Prepare quotations and contractual paperwork
- Handle customer complaints regarding sales and service

06/2010 – 11/2010

**Inbound Call Center Representative at ATT Telecommunications**

*Birmingham*

- Assist customers with queries regarding their subscriptions
- Resolve customer complaints with relation to incorrect statements, service connections and upgrades

**03 EDUCATION**

02/2010 – 02/2013

**University of Ohio**

*Springfield*

Bachelor Degree in Sales and Marketing

**04 SKILLS**

Cold Calling	● ● ● ● ●	Research	● ● ● ● ●
Networking	● ● ● ● ●	Social Media Marketing	● ● ● ● ●
Cloud Collaboration Systems	● ● ● ● ●	CRM Platforms	● ● ● ● ●
Quotations	● ● ● ● ●	Contracts	● ● ● ● ●
Sales Force	● ● ● ● ●	Advanced Excel	● ● ● ● ●
Advanced PowerPoint			

**05 EXTRA-CURRICULAR ACTIVITIES**

09/2012 – 12/2013

**Animal Shelter Volunteer in Denver Pet Shelter**

*Denver*

Volunteer at the animal shelter during weekends

02/2019

**Camp Counselor in Hawaii Outreach Program**

*Honolulu*

Assisting with outreach program every summer holiday during high school

**06 LANGUAGES**

English	● ● ● ● ●	Spanish	● ● ● ● ●
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**07 COURSES**

02/2018 – 02/2019

**Certified Sales Professional at Mref Institute**

10/2018 – 12/2018

**ICM Certificate in Sales & Marketing at Udemy Online**

**08 HOBBIES**

Hiking, Skiing, Running