

Daniel Gaines, Customer Sales Representative

1515 Pacific Ave, Los Angeles, CA 90291, United States, example@email.com

Place of birth	San Antonio	Driving license	Full
Nationality	American		

LINKS [Facebook](#), [Linkedin](#)

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

EMPLOYMENT HISTORY

Mar 2016 – Present **Customer Sales Representative, 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

May 2011 – Feb 2016 **Junior Customer Sales Representative, 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

Jun 2010 – Nov 2010 **Inbound Call Center Representative, ATT Telecommunications** Birmingham

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

EDUCATION

Feb 2010 – Feb 2013 **University of Ohio, Bachelor Degree in Sales and Marketing** Springfield

SKILLS	Cold Calling	Expert	Research	Experienced
	Networking	Skillful	Social Media Marketing	Experienced
	Cloud Collaboration Systems	Experienced	CRM Platforms	Skillful

Quotations	Experienced	Contracts	Skillful
Sales Force	Experienced	Advanced Excel	Expert
Advanced PowerPoint			

EXTRA-CURRICULAR ACTIVITIES

Sep 2012 – Dec 2013	Animal Shelter Volunteer, Denver Pet Shelter	Denver
	Volunteer at the animal shelter during weekends	
Feb 2019	Camp Counselor, Hawaii Outreach Program	Honolulu
	Assisting with outreach program every summer holiday during high school	

LANGUAGES	English	Native speaker	Spanish	Native speaker
------------------	---------	----------------	---------	----------------

COURSES

Feb 2018 – Feb 2019	Certified Sales Professional, Mref Institute
Oct 2018 – Dec 2018	ICM Certificate in Sales & Marketing, Udemey Online

HOBBIES	Hiking, Skiing, Running
----------------	-------------------------