

DANIEL GAINES

CUSTOMER SALES REPRESENTATIVE

INFO

ADDRESS

1515 Pacific Ave, Los Angeles, CA
90291, United States

EMAIL

example@email.com

PLACE OF BIRTH

San Antonio

DRIVING LICENSE

Full

NATIONALITY

American

LINKS

[Facebook](#)

[LinkedIn](#)

SKILLS

Cold Calling

● ● ● ● ●

Research

● ● ● ● ○

Networking

● ● ● ○ ○

Social Media Marketing

● ● ● ● ○

Cloud Collaboration Systems

● ● ● ● ○

CRM Platforms

● ● ● ○ ○

Quotations

● ● ● ● ○

Contracts

● ● ● ○ ○

Sales Force

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Advanced Excel

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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

Customer Sales Representative, Indigo Distribution

Birmingham

Mar 2016 – Present

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

Junior Customer Sales Representative, Blue Insurance Holdings

Phoenix

May 2011 – Feb 2016

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

Advanced PowerPoint

LANGUAGES

English



Spanish



HOBBIES

Hiking, Skiing, Running

Inbound Call Center Representative, ATT Telecommunications

Birmingham

Jun 2010 – Nov 2010

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

EDUCATION

University of Ohio, Bachelor Degree in Sales and Marketing

Springfield

Feb 2010 – Feb 2013

EXTRA - CURRICULAR ACTIVITIES

Animal Shelter Volunteer, Denver Pet Shelter

Denver

Sep 2012 – Dec 2013

Volunteer at the animal shelter during weekends

Camp Counselor, Hawaii Outreach Program

Honolulu

Feb 2019

Assisting with outreach program every summer holiday during high school

COURSES

Certified Sales Professional, Mref Institute

Feb 2018 – Feb 2019

ICM Certificate in Sales & Marketing, Udemy Online

Oct 2018 – Dec 2018