



# Daniel Gaines

Customer Sales Representative

Los Angeles, United States example@email.com

## Details

1515 Pacific Ave

Los Angeles, CA 90291, United States

Date / Place of birth

San Antonio

Nationality

American

Driving license

Full

## Links

Facebook

LinkedIn

## Skills

Cold Calling



Research



Networking



Social Media Marketing



Cloud Collaboration Systems



CRM Platforms



Quotations



Contracts



Sales Force



Advanced Excel



Advanced PowerPoint

## 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

Birmingham

### Customer Sales Representative at Indigo Distribution

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

Phoenix

### Junior Customer Sales Representative at Blue Insurance Holdings

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

## Languages

English



Spanish



## Hobbies

Hiking, Skiing,  
Running

Jun 2010 – Nov 2010

Birmingham

### Inbound Call Center Representative at ATT Telecommunications

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

## Education

Feb 2010 – Feb 2013

Springfield

### University of Ohio

Bachelor Degree in Sales and Marketing

## Extra-curricular activities

Sep 2012 – Dec 2013

Denver

### Animal Shelter Volunteer in Denver Pet Shelter

Volunteer at the animal shelter during weekends

Feb 2019

Honolulu

### Camp Counselor in Hawaii Outreach Program

Assisting with outreach program every summer holiday during high school

## Courses

Feb 2018 – Feb 2019

### Certified Sales Professional at Mref Institute

Oct 2018 – Dec 2018

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