



Daniel Gaines

Customer Sales Representative

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PLACE OF BIRTH	San Antonio	NATIONALITY	American
DRIVING LICENSE	Full	LINKS	Facebook , LinkedIn

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

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

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

03 EDUCATION

Feb 2010 – Feb 2013
Springfield

University of Ohio

Bachelor Degree in Sales and Marketing

04 SKILLS

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

05 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

06 LANGUAGES

English



Spanish



07 COURSES

Feb 2018 – Feb 2019

Certified Sales Professional at Mref Institute

Oct 2018 – Dec 2018

ICM Certificate in Sales & Marketing at Udemy Online

08 HOBBIES

Hiking, Skiing, Running