



# Daniel Gaines

Customer Sales Representative

## 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 at Indigo Distribution, Birmingham

March 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 at Blue Insurance Holdings, Phoenix

May 2011 – February 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

## Details

1515 Pacific Ave, Los Angeles, CA 90291, United States  
[example@email.com](mailto:example@email.com)

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

## Languages

English

Spanish

## Hobbies

Hiking, Skiing, Running

## **Inbound Call Center Representative at ATT Telecommunications, Birmingham**

June 2010 – November 2010

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

## **Education**

### **Bachelor Degree in Sales and Marketing, University of Ohio, Springfield**

February 2010 – February 2013

## **Extra-curricular activities**

### **Animal Shelter Volunteer at Denver Pet Shelter, Denver**

September 2012 – December 2013

Volunteer at the animal shelter during weekends

### **Camp Counselor at Hawaii Outreach Program, Honolulu**

February 2019

Assisting with outreach program every summer holiday during high school

## **Courses**

### **Certified Sales Professional, Mref Institute**

February 2018 – February 2019

### **ICM Certificate in Sales & Marketing, Udemmy Online**

October 2018 – December 2018