

SUMMARY

A professional who is multi-faceted with a proven track record of accomplishments in inside sales and customer service. Maintain the ability to quickly and easily adapt, learn, and utilize software necessary to be an effective team member. Great interpersonal skills in communicating key information to customers, vendors and employees.

Work experience includes the following:

- Inside Sales
- Customer Service
- Trade Show Marketer
- Product Support
- Scheduling
- Bilingual (Spanish)
- Microsoft Office software, Lotus Notes and Map Links

PROFESSIONAL EXPERIENCE

SWEDA CO, LLC

2006 to present

City of Industry, CA

Regional Account Specialist

- Achieve quarterly revenue goals and consistently exceeded revenue goals by 50%.
- Play a key role increasing retention as well as satisfaction rates and customer resolutions.
- Lead business development and marketing efforts which expanded customer base.
- Introduce products to distributors and provide technical product.
- Implement successful marketing programs and sales contests.
- Accountable for meeting tight deadlines for delivery of goods.
- Develop and maintain programs tailed to meet the needs of customers.
- Provide monthly sales reporting while establishing goals for increased sales.
- Solicit sales of new and/or additional products.

CALIBRE INTERNATIONAL, LLC

2004 to 2006

Irwindale, CA

Customer Service, Inside Sales

- Assist customers with merchandise questions.
- Provided timely quotations for customers domestically and internationally.
- Processed orders and supplied package tracking and delivery.
- Processed RMAs (Return Merchandise Authorization).

NORWOOD PROMOTIONAL PRODUCTS

2002 to 2004

Los Angeles, CA

Customer Service, Inside Sales

- Emphasis on bulk item, orders with large quantities.
- Prepared co-op programs for customer's catalogs.
- Provided weekly status and completion reports for team leads.

- Participated in trade shows promoting new products.

AMTECH LIGHTING SERVICES

1999 to 2001

Anaheim, CA

National Customer Service Rep / Product Sales Support

- Assist customers with merchandise questions and problem solving.
- Dispatcher for service calls.
- Prepared scheduling routes for the service technicians which included ordering special materials as needed.
- Continual status reporting.

EDUCATION

- Cerritos College – Cosmetic and Business Management.