**Catherine Brea**

**609 Columbia Avenue Apt 1**

**North Bergen, NJ 07047**

**Phone: (551) 221-2298, Email:** **brea2877@gmail.com**

To whom it concerns:

The enclosed resume is being submitted for consideration of the position of member service representative that is available. My previous jobs have given me the ability to negotiate, work with clients easily, and to always excel in my field.

I have had a history of exceeding my quota and being one of the top 5 percent sellers at Verizon. Currently I am the number two sales field representative for Slomin’s Home Security. If hired I will benefit the company from origination to closing. One of my strengths is establishing rapport with the customer which results in higher referral and residual income.

 I am enthusiastic about meeting with you so that I may explore any opportunity that becomes available to me in the future.

Thank you for your consideration.

Sincerely,

Catherine Brea

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**Objective:** To secure a challenging and rewarding position where I can utilize my

diversified knowledge of services.

**QUALIFICATIONS:** Demonstrated ability to communicate effectively, promote company products, troubleshoot and resolving customer issues in both English and Spanish.

**EMPLOYMENT**

**2010 to Present, Slomin’s, Bilingual Sales Consultant, East Brunswick, NJ**

* Bilingual door-to-door home security systems salesconsultant.
* Consistently maintained Top Sale Leader Status of 30-40 sales per month while advising customers of products and determining their security needs.
* Cross sold company products to maximize revenue while consistently achieving 125 % of monthly goal.
* Assisted management in sales training of new employees in the field, after initial classroom instruction.

**1999 to 2009, Verizon, Bilingual Sales Consultant, Newark, NJ**

* Bilingual Telecommunications Sales, including new and existing customer.
* Handle request from existing and new customers for installation of both

FIOS and copper Services.

* Negotiate service orders, resolve billing disputes and consulted with customers daily to determine optimal customer’s needs.
* Cross sold company products to maximize revenue from existing customers.
* Worked as liaison between several departments within Verizon to correct and process orders in pending or error status for residential customers.
* Nesting Coach – Served as a guide for consultants entering both FIOS and copper gates, after initial training.
* Assisted management retrieve data to evaluate daily sales volume, retention levels and customer satisfaction ratings.

**Skills**:Fluent in English and Spanish, Typing 45wpm, Software: Excel, Microsoft word, Medical terminology.

**Awards**: Recognized several times by the Northeast Regional Sales Manager as a top earner and leader.

**Education**

Attended: Saint Peter's College.

Sales Training Programs: Verizon Communications and Slomin’s Security.