**Desiree Pagan**

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**ACCOUNT MANAGEMENT · SKILLED NEGOTIATOR & STRATEGIST · EXCELS IN TEAM BUILDING & LEADERSHIP · CLIENT NEED FULFILLMENT EXPERT · CREATES STRATEGIC PARTNERSHIPS-ALLIANCES · CUSTOMER SERVICE · PRESENTATION SKILLS**

Dynamic and results-driven sales specialist with nearly 15 years of comprehensive sales. Friendly, honest, encouraging, and trustworthy leader. Strong relationship driver and reliable partner, respected for problem solving and learning new methods to improve processes. Proven ability to open, develop, and grow new territories and markets. Highly adept at launching new businesses, with history of increasing sales revenue. Able to prepare and deliver presentations. Extensive background in outside sales, and education.

**PROFESSIONAL EMPLOYMENT**

**Verizon/FIOS,** *Sales Representative*, New York, NY2013- present

**Lifeskills Training, (NHPA),** *Sales Representative*, New York, NY 2007 - 2013

**Newton LEarning, (SES),** *Sales (Contract Employee)*, New York, NY 2006 - 2007

**Scholastic, Inc**., *Sales Representative*, New York, NY 2004 - 2006

**The Hart Agency,** Freelance, New York, NY 2001 - 2006

**AREAS OF EXPERTISE:**

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| **\* New Client Development** | \* **Maintaining/Upgrading Existing Clients** |
| \* **Cold Calls/Prospecting** | \* **Customer Need-Based Assessments** |
| \* **Sales Presentations** | **\* Price Presentations/Negotiation** |
| **\* Closing Sale Inquiries** | **\* Ensuring Customer Satisfaction** |
| **\* Growing Territory Sales** | **\* New Product Development** |
| **\* Implementing Customer Service** | **\* Microsoft Office Suite Proficiency** |

**EXPERIENCE HIGHLIGHTS**

* Manage & Direct sales of an educational prevention program to the entire NYC region including NJ. Introduce products, attain and expand new and existing business.
* Soliciting residential customers through door-to-door or store-intercept sales efforts,

Explaining and selling services available to our subscribers, maintaining minimum sales quotas,

* Maintain continuous client contact and follow-up results in significant repeat of business cycle and process referrals via e-mails and/or cold calling to increase sales.
* Strong leadership, organizational, and time management.
* Consistently developed strong, sustainable relationships with School administrators such as Principals, and Executive decision makers.
* Continually recognized by management for exceptional sales, customer relations skills and professional representation of company.
* Delivered solid customer service and sales performance in all interactions with customers along with using a developed and in-depth understanding of customer needs.
* Developed strong referral system which provides continuous leads for new business development
* Cultivated client relationships that in turn, increased customer satisfaction and repeat sales.
* Learning and maintaining solid product knowledge of (Read 180 & LifeSkills Training)
* Established highly profitable high-growth accounts; placed emphasize on customer service and support which developed potential growth opportunities, minimizing issues formulation and executing competent solutions to client’s needs.

**EDUCATION**

Mercy College, NY – Master of Arts, Education – May 2001

**SKILLS**

* Bilingual (English/Spanish)
* Outsides sales
* Superb communications skills
* Presentation execution skills