# Executive Profile

Talented sales professional that effectively multi-tasks and balances customer needs with company demands. Efficiently builds loyalty and long-term relationships with customers, while consistently reaching sales targets and Individual sales goals. Also, Results-oriented Outside Sales Representative who excels at uncovering customer needs, finding solutions and handling objections. Top performer with a consistent track record of meeting and exceeding goals.

**Core Accomplishments**

Sales

* ● Exceeded Sales goals by [110]% or more on a Monthly basis, which led to quarterly  Awards and winning the companies trip of the year.
* ● Designed and executed one-month training program for Direct sales Representatives, increasing their productivity and product knowledge.
* ● Won the “Direct Sales Representative of the Month” Award, [September, 2011].
* ● Named “Direct Sales Rep of The Quarter” for 3 quarters of the year for 2 consecutive years.

**Skill Highlights**

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| * ● Organized and detailed * ● Innovative teaching methods * ● Personable and approachable * ● Fluent in Spanish * ● Engaging public speaker * ● Excellent memory for faces and names * ● Enthusiastic * ● Excellent communication skills | * ● Strong lead development skills * ● Self-motivated * ● Goal-oriented * ● Highly competitive * ● Persuasive communication expertise * ● Territory management * ●Researched sales leads |

**Experience**

**COMCAST**

**Union City, New Jersey Direct Sales Representative 10/2012 –5/2013**

The Direct Sales Representative is a door-to-door sales position. Responsible for selling and promoting Comcast products with focus on Video, High-Speed Internet and Phone services. Also responsible for increasing product penetration in designated territories through sales to new and existing residential customers.

**CABLEVISION**

**Morris plains, New Jersey Residential Account Executive 02/2010 – 09/2012**

* Managed a portfolio of 300 Leads every Month.
* Described product to customers and accurately explained details and benefits of the  company services.
* Recommended, selected and helped locate and obtain the right promotion package  based on customer needs.
* Answered questions regarding company and products, while maintaining knowledge of current sales and company promotions.
* Maintained up-to-date knowledge of company policies.
* Worked as a team member helping other teammates to increase their sales goals.
* Contributed to annual company sales increases by bringing customers back.
* Assisted customers in person and via telephone.
* Trained new employees by providing knowledge of the company products and policies.
* Ensured superior customer experience by addressing customer concerns, demonstrating  empathy and resolving problems on the spot.
* Assisted customers with company and product complaints.
* Received multiple reviews acknowledging my level of dedication to excellent customer  service.
* Implemented new processes and systems for improving customer service satisfaction.
* Provided customer service answering customer inquiries, solving problems and providing  new product information.
* Earned “Top Seller” for three consecutive quarters in 2010,2011 and two quarters in  2012.
* Generated leads for new sales through SFA system.
* Routinely answered customer questions regarding merchandise and pricing.

**C.D.S Juice Company WHARTON, NJ**

**Warehouse Supervisor 01/2004 - 12/2009**

* Successfully managed production activities so all order were shipped on time.
* Oversaw repair and maintenance staff of 30 employees who cared for equipment,  buildings and grounds.
* Mastered the intricacies of the process flow within each department.
* Investigated and implement ideas for quality improvement, increased productivity and  cost reduction.
* Assessed and trained personnel for promotion to cross-functional operations.
* Managed documentation of and training on production procedures and work instructions.
* Maintained and communicated daily productivity and shipment reports for all  departments.
* Led regular stand-up meetings, events and continuous improvement projects with  measurable goals.
* Verified that all process control parameters were being documented and followed at all  times.
* Immediately addressed all expired product dispositions.
* Maintained and enforced a safe and clean working environment at all times.
* Procured required manufacturing equipment and parts.
* Coordinated preventative maintenance on existing and new production equipment,  including routine calibration.
* Planned, directed, coordinated and assigned manpower to meet aggressive production  schedules.
* Established and adjusted work procedures to meet production schedules.
* Supervised production schedules, production quality and on time delivery.
* Addressed all personnel issues promptly and professionally.
* Diligently maintained safety and quality standards.
* Drove daily production activities with effective communication and leadership.
* Directed improvements in safety, product quality, service and cost efficiency.
* Maintained up-to-date knowledge and information about technology and plant  management best practices.
* Developed and maintained strong and clear communication and rapport with plant  personnel.
* Coached employees in developing and achieving individual performance goals.
* Escalated safety and quality issues and initiated remedial actions promptly.

**U.S ARMY**

**U.S Army Sergeant 02/1994 - 12/2004**

* Managed team of 20 professional soldiers.
* Trained, coached and mentored soldiers to ensure smooth adoption of new duties and  Missions.
* Leaded Soldiers to perform each task assigned by those in authority over them to the best  of their ability.

# Education

**Web Designer**

**Chubb Institute,** Parsippany, New Jersey 2000-2001

**Data Processing**

**Hostos Community College,** Bronx, New York 1991-1993

**High School Diploma**

**Canarsie High school,** Brooklyn, New York 1990-1991