

MAURICIO HINCAPIE

175 Clement Avenue, Elmont, NY 11003 ((718)440-2760 : Mauricio.hincapie1976@gmail.com

SUMMARY

Motivated sales professional with fourteen years of experience in customer service and support; Expertise in sales concepts, achieving target goals, strategizing, problem solving, networking, and managing team members. Seeking an IT or software sales position that allows me to use my skills to promote sales and drive business growth efficiency.

PROFESSIONAL EXPERIENCE

Verizon Communications, Forest Hills, NY

Primary Position:

Consumer Sales and Service Consultant

November 1999 – April 2014

Secondary Positions:

a. *Ergonomics Advisor*

March 2004 – April 2014

b. *Acting Team Leader*

February – November 2013

c. *New Employee Trainer*

March 2010 – December 2012

Notable Accomplishments and Responsibilities:

- Sold internet, cable, cell phone, house phone, international calling plans, software, antivirus and home security packages to a nationwide market of English and Spanish speaking customers
 - Executed strategies to maximize sales on new accounts; Interviewed customers to assess their needs, and thoroughly detailed the benefits and values of available products to close the sale
 - Upgraded 60% of existing accounts with additional product services
 - Handled an average of 60 new and existing accounts per day; Followed up either by phone or email with all customers concerning service expectations
 - Met and exceeded sales goals, while motivating team members and boosting morale as acting team leader; Implemented proactive planning and positive reinforcement
 - Consistently ranked top 5% in the office for sales revenue exceeding \$2 million dollars a year
 - Achieved over an 80% customer retention rate, securing those accounts for a minimum of six months
 - Inducted in the “President’s Club” for 2013, an elite recognition to honor Verizon sales representatives ranking in the top 6% of nationwide sales
 - Achieved 30% increase in revenue through cold calls and follow up emails to prospective clients
 - Oversaw the department-wide installation and application of new CRM software, a customer relations manager and database for accounts; Trained 140 employees on how to use the software properly, which led to a 30% increase in overall productivity
 - Conducted instructional 2-3 day seminars in Manhattan, for employees interested in taking tests to move into new positions within Verizon
 - Met once before each seminar with four other trainers to coordinate training materials, tactics and session agendas
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TECHNICAL SKILLS

Microsoft Word • Microsoft Excel • PowerPoint • Outlook • OSX • Windows

LANGUAGE SKILLS

Bi-Lingual: Spanish

EDUCATION

CUNY Hunter College, New York, NY

Currently Pursuing a Bachelor of Arts in Economics

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