

Resumagic.com Sample Resume: Senior Sales Representative

John Doe

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Objective: Senior Sales Representative

Seeking supervisory position where five years' experience as a senior sales rep / customer service manager can be fully utilized. Have consistently met or exceeded sales and service quotas set by management. Experience selling insurance and building products.

Work Experience

Senior Customer Insurance Professional, Name of Insurance Company, City, ST **07/03 - Present**

- Explain difficult home and auto insurance concepts and products using everyday language to customers calling 1-800 line. Identify all cross-selling opportunities by building customer rapport and asking probing questions. Help customers with auto or property insurance needs ranging from billing problems to endorsements on existing policies and recommend best solution based on customer need and comfort level. **Result:** Consistently meet or exceed sales and service quotas.
- Routinely volunteer to help co-workers resolve problems and questions from difficult or angry callers.
- Lead team-training projects, help train and motivate new employees. **Result:** Helped train team that won first place in company sales and service contest made up of 20 teams and 400 employees

Associate Communications Service Technician, Name of Company, City, ST **03/00 - 11/01**

- Performed the layout, installation and programming of telecommunications equipment and gained experience installing, repairing, and troubleshooting 5E switching systems, SONET Rings, 1A, OC 3, OC 12, OC 48, main frames, multiplexers, cross connect panels, and power bay equipment

Customer Service Manager, Name of Company, City, ST **10/98 - 01/00**

- Performed general management duties, oversaw raw material procurement, scheduled service technicians, coordinated service schedules, and forecasted material usage for production schedules
- Trained and supervised a 7-member team of service technicians that installed windows on 125 homes in a new subdivision. **Result:** Increased customer satisfaction and reduced cost of repair services by implementing a program to avoid problems with product quality and installation

Carpenter, Name of Engineering Firm, City, ST **03/94 - 09/98**

- Performed general carpentry duties including reviewing blueprints and layouts with engineers
- Routinely supervised small specialty project crews on large commercial construction projects
- Earned OSHA safety certification (completed 10-hour course)

Education

Currently pursuing B.S. degree in Finance at Anytown College, City, ST (Completed 50 hours)
Anytown Community College, City, ST (Telecommunications Certificate – 25 hours)

Computer Skills

CompTIA A+, Net+, Windows 9x, Windows NT, Windows XP, Excel, Word, PowerPoint; Access Database, AS/400, IBM Mainframe Database, Electricity Safety Training, Telecom Theories and Installation