

SALES REPRESENTATIVE

Profile

Accomplished and energetic sales representative with a solid history of achievement in retail. Motivated leader with strong organizational and prioritization abilities.

Core Qualifications

- Fluent in Spanish
- Enthusiasm
- Team player
- Organized
- Cash handling accuracy
- Organized
- Time management
- Detail-oriented
- Excellent multi-tasker
- Customer- and service-oriented
- Reliable and punctual
- Enthusiasm

Professional Experience

Sales representative 12/2014 - 11/2016 Company Name City, State

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Review insurance policy terms to determine whether a particular loss is covered by insurance.
- Determine charges for services requested, collect deposits or payments, or arrange for billing.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.
- Solicit sales of new or additional services or products.

Sales representative 09/2013 - 05/2014 Company Name City, State

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Review insurance policy terms to determine whether a particular loss is covered by insurance.
- Determine charges for services requested, collect deposits or payments, or arrange for billing.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Compare disputed merchandise with original requisitions and information from invoices and prepare invoices for returned goods.
- Solicit sales of new or additional services or products.
- Order tests that could determine the causes of product malfunctions.

Cashier 05/2013 - 11/2014 Company Name City, State

- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Issue receipts, refunds, credits, or change due to customers.
- Assist customers by providing information and resolving their complaints.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Answer customers' questions, and provide information on procedures or policies.
- Calculate total payments received during a time period, and reconcile this with total sales.
- Weigh items sold by weight to determine prices.

Education

Jun 2013 High School Diploma : Quest Academy City, State

2018 Associate of Arts : Chabot College - Political Science City, State

Languages

Skills

billing, credit, English, forms, insurance, prepare invoices, Issue receipts, Listening, money, Persuasion, policies, Reading, recording, sales, telephone