

### JESSE KENDALL

123 Elm Street, Fall River, MA 02723, Cell: (508) 555-5555, twemel@charter.net

### SUMMARY OF QUALIFICATIONS

Dedicated cell [phone](#) sales professional with demonstrated success in retail management, product presentation, and customer service. Proven ability to assess client needs; establish rapport, build trust, and close deals. Meet and exceed [sales](#) objectives and challenging goals. Proficient in Microsoft Office (Word, Excel, PowerPoint, Access), and H/O billing systems.

### SALES SUCCESS

#### RETAIL STORE SALES MANAGER, 20xx – 20xx

#### ABC CELLULAR, Fall River, MA

Recruited, hired, trained, developed, and directed retail sales teams for two retail ABC Wireless dealer stores. Oversaw client relations, new account development, and customer service. Supervised administrative functions, inventory, cash flow, merchandising, and operations. Conducted ongoing staff development and personal growth

planning for employees.

- Implemented a sales-tracking spreadsheet to replace a manual form writing process to increase efficiency.
- Developed innovative and effective marketing programs; exceeded store sales quotas.
- Successfully managed one of the highest-producing ABC Wireless dealer locations in the San Diego market.
- Received several “Sales Manager of the Month” Awards.
- Created a team spirit within the stores that resulted in increased sales, long-term employees, and customer satisfaction.

### **CELL PHONE SALES REPRESENTATIVE, 20xx – 20xx**

#### **BCD CELL PHONE HUT, Fall River, MA**

Partnered with a high-performing [sales](#) staff to provided quality customer service. Served as a customer advocate; interfaced with the clients’ designated program administrators to provide product and service solutions and meet individual customer needs. Assisted customers with billing and expense management, post sale customer education on wireless service and equipment, issue resolution, and technical troubleshooting.

- Effectively delivered post-sale care services, exceeding clients’ expectations in a cost-effective manner.
- Obtained significant business by delivering presale presentations to demonstrate new phone features.

### **CUSTOMER [SERVICE REPRESENTATIVE](#), 20xx – 20xx**

#### **CDE CELLULAR SERVICES, Fall River, MA**

Responded to billing inquiries, assisted in technical troubleshooting, and performed rate plan analysis. Provided friendly and professional customer service while answering over 90 inbound calls per day.

- Chosen to facilitate training in an outsourced call center.

### **EDUCATION**

**Bachelor of Arts in Communication (Major: Advertising), 20xx**

XYZ UNIVERSITY, Milwaukee, WI

### **REFERENCES**

Excellent references provided upon request.