

OWEN SHEPHERD

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CUSTOMER SERVICE MANAGER/ OUTSIDE SALES PROFESSIONAL

Amicable, cheerful and approachable professional has more than 15 years of notable experience accomplishing complex projects with uncompromised quality notwithstanding time and budget constraints. Displays strong background in customer relationship management, conflict resolution, lead prospecting, team coordination, sales administration and workplace compliance. Demonstrates positive and courteous demeanor in handling stressful and difficult situations. Exhibits skill in acquiring trust and confidence and developing strategic alliance with key business stakeholders. Establishes professionalism, integrity and strong work ethic.

- ✦ Excellent Customer Service Skills
- ✦ Articulate Verbal & Written Communication Skills
- ✦ Mastery in B2B Sales Management
- ✦ Strategic Management & Implementation
- ✦ Versatile & Driven Team Leader
- ✦ Outstanding Presentation & Organizational Skills

PROFESSIONAL EXPERIENCE

Home Container Group Outside Sales

Mar 2014 – Present

- ✦ Addressed customer questions regarding products, prices and availability; emphasized product features based on analysis of customers' needs.
- ✦ Ensured customer inquiries are responded to in a timely manner; collaborated with members of other departments to complete sales transactions.
- ✦ Scheduled at least 20 appointments per week; performed lead prospecting to promote products and services of the company.

Package Professionals

Dec 1999 – Mar 2014

Outside Sales (Aug 2008 – Mar 2014)

- ✦ Executed daily cold calls to increase clientele; collaborated with colleagues in exchanging selling strategies and marketing information.
- ✦ Utilized networking opportunities to create successful and on-going business relationship; responded to customer inquiries on products, prices and availability.

Customer Service Representative (Dec 1999 – Aug 2008)

- ✦ Handled the highest volume account in the company; worked closely with outside sales representative to assist with customer needs.
- ✦ Shared product knowledge with customers while making personal recommendations; maintained friendly and professional customer interactions.

EDUCATION & TECHNICAL SKILLS

Mount Vernon Community College, 1992
Associate in Liberal Arts

Microsoft Office (Word, PowerPoint) ✦ Mas200 ✦ CRM

NOTABLE HIGHLIGHTS

- ✦ Recipient of 2005 Customer Service of the Year and 2009 Salesman of the Year.