

PROFESSIONAL SUMMARY

Energetic and personable Telecommunications Specialist with direct sales experience in internet, cable, and phone services. Consistently surpasses sales targets while cultivating lasting customer relationships in competitive markets. Adept at needs assessment, solution selling, and post-sale support.

EDUCATION

Bachelor of Science in Business Administration

University of Washington / Graduated: 2016

Certifications

- **Certified Telecommunications Network Specialist** – Telecom Institute, 2023
- **Sales Excellence Certificate** – LinkedIn Learning, 2022

SKILLS

- | | |
|---|--------|
| • In-depth knowledge of telecommunications products, packages, and promotions | Expert |
| • Effective relationship building and customer retention strategies | Expert |
| • Expertise in sales funnel management and lead generation | Expert |
| • Excellent verbal communication paired with active listening | Expert |
| • Proficient in CRM software including Zoho and Salesforce | Expert |
| • Strong data entry accuracy and organizational skills | Expert |

AWARDS

- FiberFast Communications Top Sales Performer – Q1 & Q2 2023
- Employee of the Month – TeleWave Corp., November 2018
- Dean's List – University of Washington, 2015 & 2016

EXPERIENCE

2019 - Now

Door-to-Door Sales Consultant

FiberFast Communications / Seattle, WA

- Promote and sell customized residential telecom packages including internet, cable TV, and phone plans.
- Conduct needs assessments to recommend tailored service bundles and timely promotions.
- Earn top sales performer status for Q1 and Q2 of 2023.
- Handle customer inquiries, resolved service issues, and coordinated follow-up appointments to maintain satisfaction.

Customer Service Representative

TeleWave Corp. / Seattle, WA

- Addressed billing inquiries and assisted customers in service upgrades.
- Supported sales efforts by managing appointment scheduling and lead follow-up activities.

EXTRACURRICULAR ACTIVITIES

Volunteer, Local Food Bank

- Assisted with community outreach and event coordination (2018–Present)

Participant, Annual Seattle Charity Run

- Fundraised for local education programs (2019, 2021)

Member, University Sales Club

- Organized competitions and networking events during college (2014–2016)