

# Michael Richard

SALES REPRESENTATIVE

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## SUMMARY

To be a part of the Team that involves the application of Skills, Knowledge and offers opportunity for growth and inspire for higher level of achievements on Organization and Personnel front. To be a team player for the achievement of Organizational goals and its success. Seeking to steer Sales operations as Executive, integrating and leadership, whereby my cumulative experience of 3-years could be optimally utilized and to contribute generously to achieve the goals by taking up a challenging position.



## EXPERIENCE

### INSIDE SALES REPRESENTATIVE

DELL INTERNATIONAL *Oct 2015 - Nov 2016*

- Responsible for accurate preparation of all documents assigned to the incumbent including sales orders, delivery form, quotation, inquiry follow up report; win/lost report and weekly report.
- Increasing company's business and profitability by maintaining and establishing healthy liaison with existing and potential clients.
- Achieving set business targets.
- Following up with Logistics Department on order and delivery of products.
- Providing efficient, courteous and timely services to all customer requests and inquiries.
- Directly reporting to sales manager.
- In case of miss-route calls and chats, helped the customer with best possible way and transferred the customer to the concerned department instantly.

### TECHNICAL SUPPORT OFFICER

KNOAH SOLUTIONS PVT LTD *May 2014 - Sep 2015*

- Was an e support officer for Time Warner Cable.
- Handled multiple divisions such as Internet, Cable TV, Phone and e-mail.
- Under Internet, helped customers with technical issues such as no Internet connectivity, intermittent connection, slow speeds using different tools and methods.
- Under Cable, helped customers with no signal, no audio or video.
- Under Phone, helped customers with no dial tone or continuous busy tone.
- Assisted customers in paying bills from their end or through phone or online or from my end.
- Upgraded/downgraded packages on customers request.
- Helped in setting up email clients on phone or tab under POP



## COMPUTER SKILLS

MS Word	● ● ● ● ○
MS Excel	● ● ● ● ○
Windows 7, 8, 10	● ● ● ● ○
Android	● ● ● ● ○
3rd Party Applications	● ● ● ● ○



## LANGUAGES

English	● ● ● ● ○
Hindi	● ● ● ● ○
Urdu	● ● ● ● ○



## PERSONAL SKILLS

Leadership	● ● ● ● ○
Multi tasking	● ● ● ● ○
Quick learner and confident to take up challenging tasks.	● ● ● ● ○
Efficient result driven ability.	● ● ● ● ○
Strategic Thinking.	● ● ● ● ○



## HOBBIES

Playing Chess  
Watching movies  
Cooking



## AWARDS

Awarded as the best agent on floor for the quarter for customer satisfaction.

or IMAP settings.

- Incase the issue was not resolved over call or chat then I used to send technicians as the end resolution.



## EDUCATION

### **Masters in Business Administration**

San Jose State University *Jul 2008 - Apr 2010*

### **Bachlors in Business**

Georgia Institute of Technology *Apr 1997 - Apr 2008*