

**PROFESSIONAL  
SUMMARY**

Motivated customer service specialist excelling at customer satisfaction and retention. Personable and professional under pressure. Flexible and hardworking in deadline-driven environments. Superior computer skills and telephone etiquette.

Exceptionally talented Telemarketer with more than eight years of experience in generating qualified leads and identifying opportunities for company's product and service offerings by following up marketing campaigns and building relationships with longer term leads.

Multilingual in English, Portuguese and Spanish

**Experience****Account Executive for Small Business**

02/2014 to current

Verizon Wireless (Dynamic Edge Consulting Inc.), Lakewood, CA

Outsourced sales and marketing firm who works with the Fortune 100 companies to help them improve their market share through direct sales approach.

- Team leadership, marketing strategies and sales techniques
- Oversee campaign development, manage sales process, administration, and sales team
- Interact with prospect customers, perform on-site presentations and development of the book of business.

**Sales Representative**

02/2013 to 12/2013

Envios Fiesta, Atlanta, GA

Develop strategies to increase portfolio of clients, pursue new accounts through lead generation, cold calls and advertising referrals. Build strong relationships with existing accounts, providing services when necessary. Serve as liaison between customers and management in order to relay customer issues to track progress of resolution.

Research customer needs and products to enhance knowledge of markets and competition, assist customers in testing services, managing trade shows and promoting sales displays create sales plans to maximize revenue. Perform sales presentations to client. Handle high volume phone sales, email inquiries and referrals.

**Sales Specialist**

01/2012 to 12/2012

David's Bridal, Vernon Hills, IL

Give customers a store tour and assist selection of dresses to try on, prepare for upcoming appointments by printing the customer's profile and favorites consistently honor all service and selling vows, outfitting each customer.

Maximize sales and customer satisfaction by providing superior service and cross sell opportunities, follow up with customers in accordance with David's Bridal Customer Relationship Management business model. Explain services offered by our Alterations Department, maintain the store appearance and ensure merchandising follow corporate standards. Provide an efficient and friendly check out experience for our customers.

**Telemarketing Sales Agent**

01/2007 to 10/2008

Global Long Distance Telemarketing, Sao Paulo, Brazil

Generate qualified sales leads and appointments for the business, including, but not exclusively: new business contracts. Follow up marketing campaigns to identify new leads, monitor and track leads sent to outside sales people.

Increase attendance at events by following up invitations sent, monitor and report on telemarketing activity, maintain relationships with prospects, gathering key information to assist in the sales process.

Ensure all lead generation activities are tracked on the database, follow up campaigns such as mailings and events in order to generate leads, allocate leads to the outside salespeople in a timely manner and ensure follow up. Ensure ongoing maintenance of leads generated through contact with salespeople.

**Education**

**Bachelor of Science: Education 2008**

**Universidade do Estado de Santa Catarina- UDESC- Florianopolis,SC, Brazil**

My bachelor degree helped to become certified in General Education, plan and instruct each subject area using wide variety of teaching aids, motivational and implementation strategies to engage students in active learning.

**Associate of Arts: Fashion Design 2012**

**Harper College -Palatine, IL**

Learned skills in Arts, extremely creative and well developed Fashion Design professional with extensive experience in orchestrating all aspects of clothing design operations while demonstrating attuned attention to detail and inventive qualities.

**Skills**

- Flexible
- Team player
- People-oriented
- Goal-oriented
- Fast learner
- Positive Organized
- Creative problem solving
- Strong interpersonal skills
- Critical thinking
- Computer proficient
- Attention to detail
- Microsoft Office

Flexible to work retail schedules including weekend, evening and Holidays.