

Joanna Cibrian

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OBJECTIVE

Seeking employment as a **Server** where my skills and experience can be most effectively utilized.

SKILLS & ABILITIES

Telemarketing skills, Cold/Warm Calling, Customer Service, Account Management
(English/Spanish/French)
Computer Literate: SAP, Microsoft Excel, Power Point, Word, Outlook, Lotus Notes, CRM
system; Written & Oral Comprehension
Interpersonal Skills and Decision-making, Able to Prioritize Heavy Workload, Critical
Thinking Skills, Multi-task effectively, Organized and Efficient, Detail-oriented
Function great under high-demanding and fast-paced work environment

EMPLOYMENT HISTORY

- | | |
|--|--------------------|
| Total Access Specialist (Inside Sales) | 3/26/16-11/04/16 |
| <u>Airgas (An Air Liquide Company)</u> | Whittier, CA |
| <ul style="list-style-type: none">Responsible for growing 200 accounts in the Fife, Aberdeen, Lakewood and Tacoma region in the state of Washington to increase gas, welding, MRO and safety supplies sales.Combining efforts with outside sales and our safety and welding representatives to build our territories to exceed sales and gross profit goals. Execute at minimum 65 calls, 130 mins per day.Prospect via cold/warm calling to foster new business relationships and succeeded in recovering lost and stagnant accounts through expert negotiation skills. | |
| Outside Sales Representative | 8/16/15-3/26/2016 |
| Inside Sales Account Manager | 5/16/14- 8/16/2015 |
| <u>Bakemark USA/ CSM Baking Solutions</u> | Pico Rivera, CA |
| <ul style="list-style-type: none">Open accounts in the LA region and expand current accounts.
Responsible for maintaining over 150 accounts in the greater Los Angeles area and Orange county.Maintain professional relationship with customers at the retail, in-house and wholesale level to grow business.Ensure quality sales support and customer service in both Spanish and English on behalf of Outside Sales representativesProcurement of accounts and development of business with increase in sales with product promotions and new products honed to customer needs. | |
| Sales Assistant | 05/13 to 05/2014 |
| <u>Transcend Information, Inc.</u> | Orange, CA |
| <ul style="list-style-type: none">Responsible for daily inventory allocation reportsUse allocation tools to ensure supply is made available to support forecasted sales | |

- Prepare the quarterly and annual sales reports in addition to other miscellaneous reports needed by management
- Work closely with TPE headquarters to ensure timely and accurate receiving of special shipments and regular allocations for replenishment
- Answer email queries from customers and process sales leads and assure they are directed to the right member
- Resolve order and inventory problems by investigating data and history; identifying alternate means for filling orders; notifying managers and account managers
- Coordinate daily with other departments in order to ensure smooth execution of sales orders
- Assist other branch offices in processing sales orders and RMAs (Replacement products/Credit)
- Any other assigned miscellaneous tasks by management
- Translated Product specifications for MicroSd Cards, USB, JF from English to French for Amazon Canada

EDUCATION

Exchange program La Sorbonne IV Paris, France 2012

B.A., French Language, California State University of Long Beach, Long Beach, CA 2009-2012

General Education, Long Beach City College, Long Beach, CA 2009

Diploma, Long Beach Polytechnic High School, Long Beach, CA 2007