**Michael Baldwin**

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Objectives

An experienced Sales Representative with strong interpersonal and organizational skills with a keen ability to multitask a variety of challenges and responsibilities, looking for a job in a well-established company

**Qualification Highlights**

* Developed proactive communication program to significantly improve customer relations and customer confidence.
* Superior telephone, customer service, and computer skills with proficiency in MS Word, Excel, PowerPoint, and Outlook
* Commended for dedicated work ethic and rewarded by steady promotions and training in all aspects of work.
* Hardworking, energetic, and reliable; recognized for assuming additional responsibilities.
* Recognized for long hours, commitment to customers, professionalism, follow-up, and attention to detail.

**Employment History**

**Sunkist Company, Providence, RI**

**Sales Representative, 2008 - Present**

* Contributed to the implementation of promotional programs that optimized revenue levels in a saturated market.
* Educated customers regarding the benefits of products and services as well as answer questions regarding equipment, coverage area, pricing, and availability.
* Conducted market research, identified emerging market trends, and introduced marketing strategies.
* Designed presentations and marketing campaigns for the promotion of the products.
* Resolved all customer complaints in a manner consistent with company policy, and with customer satisfaction in mind.

**Jedi Corporation, Providence, RI**

**Sales Representative, 2006 - 2008**

* Created trade show materials, attended trade shows, and promoted products.
* Mined sales opportunities by conducting on-site surveys with consumers.
* Contributed to the overall display and presentation efforts within the store environment, including stocking and replenishing merchandise.
* Sold the products to general stores, wholesalers and distributors, concession stores, and group of merchandisers.
* Followed-up with clients using multiple communication channels such as phone, fax, and Internet.

**Educational Background**

St. Peter Community College, Providence, RI

B.A., Marketing, 2005

**Relevant Skills**

* Customer Service
* Team Motivation
* Promotional Activities
* Client Based Development
* Strategic Sales Planning
* Brand Management
* Sales Lead Generation
* Marketing Analysis
* Advertising Strategies
* Efficiency Improvements
* Planning & Scheduling
* Time Management
* Problem Solving
* Interpersonal & Communication Skills

**Professional Courses**

* International Marketing - Professional Courses Center, Providence, RI, 2006

**Professional Affiliations**

* Member - State Marketers’ Society, Providence, RI, 2010