

Joe Jobscan

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Experience

Midwest Car Auctions, Madison, WI — Owner

April 2019 - March 2020

Successfully developed my own car sales business. Via auctions, I purchased and then sold over 50 vehicles going through a thorough inspection and analysis of profit margin. I would utilize various marketing and advertising strategies to sell my vehicles through social media, Craigslist, OfferUp and newspaper ads.

US Cellular, Winona, WI — Sales Representative

May 2008 - April 2019

As a sales representative, I would go through the sales cycle of listening and empathizing with every customer while maintaining company goals. Organized and maintained accurate records of sales contracts of customers. Developed new consumer and business accounts with strong attention to detail utilizing efficient time management. Using analytical and problem-solving skills had to explain customer accounts and invoices. Develop interpersonal relationships with customers and build the Verizon brand. Work with team members to develop action plans to become more efficient in accomplishing store goals. Maintain a consistent attendance record to insure achievement in sales goals.

- Achieved and exceeded quota on average by 110% to 130% on new business and consumer combined activations.
- Maintained 30% solely on new business accounts.
- Balanced New Activations, Renewal, Sales dollar revenue, Accessory dollar revenue, Add-On features such as insurance, navigation, and roadside assistance.
- Achieved 30%-40% Pull-Thru products that clients were not initially in-store to purchase, by qualifying and upselling client.

Verizon, San Diego, CA — Customer Service Representative

September 2006 - May 2008

As a customer service representative, I would analyze and maintain customer accounts. Actively listen and provide answers to their accounts. Help customers go through insurance claims by instructing how to fill out forms and meet the required documentation. Continuous formal customer service training to maintain and develop strong customer service skills. Troubleshoot and investigate

issues with either devices or account to solve customers problem with service.

EDUCATION

University of Wisconsin-Whitewater, Whitewater, WI — *Bachelor's Degree in Chicano/a Studies*
September 2001 - December 2006

Chicano and Chicana Studies is an interdisciplinary field that takes as its focus to study the Mexican-American population in the United States. The program provides an in-depth understanding of the social, political, and economic history of this population.

Course work includes Statistics, Political Science, U.S./Mexico International Border, Mexican American Community Studies, Mexican American LifeStyles, Public Speaking, Political and Economic Chicano People, Social Psychology, Data Analysis in Psychology, Pre-Calculus, Reading, Critical Inquiry, Writing from Sources, Intro to Comparative Politics, Academic Reading and Writing, Writing in Various Settings.