

Jacob A Hylton

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Target Roles: Sales Executive || Account Executive || Business Sales

Proven track record of leading and improving business concepts while implementing innovative solutions

Sales Executive with 20 + years of experience in a corporate environment. Accomplished track record in delivering end-to-end leadership while demonstrating the ability to enhance business growth across various areas within the industry. Multiple achievements in targeting business objectives while building employee to customer relationships to drive corporate growth. Recognized for seeking new business opportunities, identifying roadblocks, and resolving complex challenges. I am highly committed to pursuing a long-term career as a Sales Executive, Account Executive, or related roles and utilize my transferable skills, industry knowledge, and experience to improve and solidify my career.

Industry Knowledge

- High-Volume Sales • Consulting & Transactional Selling • Short Cycle Selling • Salesforce
- Customer Service • Wireless Technologies • Business Transformation • Performance Metrics • Data Analysis • Marketing Product Presentation • Communications • Microsoft Office Suite • Presentation Skills
- Computer Literacy • Data Analysis

Leadership Skills

- Team Building • Development & Leadership • Account Management • Brand Strategist • Product Launch
 - Sales Prospecting / Presentation • Mentoring • Communication Planning • Strategic Partnerships
 - Effective Problem Solver
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Professional Profile

Tele-sales || Senior Wireless Technology Consultant

Verizon Wireless || Tampa, FL

March 2016 to July 2020

Excelled at my role as a Wireless Consultant / Sales Representative by providing exceptional support in various areas within my department required to deliver outstanding customer support and contribute to business growth. Highly knowledgeable on company POS systems and Verizon specific software and database platforms. Championed on resolving challenges encountered with customers in adapting to new technologies.

- Continuously exceeded above-average target goals by 200% as well as increased overall company net revenues by maintaining a broad product knowledge base, which led to the top 15% in sales scorecard for three years in a row.
- Awarded for performing a perfect 10 in customer surveys.
- Assisted consumers with their accounts by implementing promotional and marketing strategies while listening carefully to their requests.
- Identified, recommended, and sold the best communication solutions and products to meet customers' individualized needs.

- Highly experienced at demonstrating strong problem-solving skills on a wide range of technical issues while providing order entry support and resolutions to new and existing customers.
- Followed-up and engaged with customers after the sale to explore up-selling opportunities by demonstrating product knowledge and building rapport while providing customer satisfaction.

Host/ Takeout Server

Olive Garden || Sacramento, CA

Jan 2014 to Feb 2016

Excelled at representing the restaurant brand by focusing on attracting superb customer satisfaction by building strong relationships as soon as guests entered the restaurant. Played a dual role on greeting guest, assigning seating, taking reservations upon arrival as well as managing takeout orders.

- Managed guest waiting list and assisted guests to their assigned seating while keeping servers notified of parties in their sections.
- Effectively communicated and interpreted consumer behaviors to make recommendations on food and drink orders.
- Created a positive working culture by contributing to daily operational duties with management and staff members.
- Supported the management team at the end of my shift by completing all duties and tasks assigned in preparation for next day service.

Merchandiser / Cashier / Stock

Kohls || Sacramento, CA

November 2009 to August 2013

Transitioned and played multiple roles within the company to help contribute to organizational goals and profits. Excelled at helping develop and communicate the vision and strategic sales strategies to improve customer and employee relationships by demonstrating product knowledge and providing commitments after the sale.

- Ensured that all products were adequately stocked and organized to help avoid loss of merchandise and minimize internal and external theft. Handled cash transactions and processed returns as needed.
- Assisted with loading and unloading of products and sorting them to distribute within various departments, sometimes using operated machinery to lift heavy pallets.
- Excelled at cultivating strong relationships with customers by providing attentive and personalized service, while quickly establishing rapport, including making recommendations to create a superb customer experience.

Professional Development

Courses Taken: American River Community College || Sacramento, CA

Past Employment History

Ramp Agent || United Postal Service (UPS) || Sacramento, CA || October 2018 to January 2019

Cashier / Line Cook || Taco Bell || Sacramento, CA || July 2008 to July 2010

Vendor || Central Garden & Pet || Sacramento, CA || February 2007 to September 2010

Cashier /Security Guard || Target || Sacramento, CA || January 2006 to January 2008