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CUSTOMER SERVICE REPRESENTATIVE(Sales) Sandy Lin  
15/F,TOWER2 ,BRIGHT CHINA,BUILDING1,BEIJING.

SUMMARY OF QUALIFICATIONS Demonstrated ability in the provision of sales support services. Includes establishment of the client base, extensive customer servicing, telemarketing, cold calling and sales territory development. Consistently met/exceeded sales goals and instituted sales programs. sales increased from \$8 to \$25 million. Thorough knowledge of management production. assure timely and accurate presentation of goods. adept at coordinating delivery processes, organization of delivery schedules and monitoring delivery personnel. Extensive experience in facilitating operational procedures, Respond to customer complaints. resolve problem elements. interact with credit department to ascertain customer account status. Handle sourcing of vendors, contract negotiation, purchasing, correspondence, account adjustments and inventory control. Exceptional communication/interpersonal and organizational skills. EXPERIENCE 1989-Present OXBRIDGE, INC. Interface with merchandising personnel, at all levels, and provide technical information on company products and services. Interact with customers, providing advice in the selection of products. Monitor production to ensure realization of customer specifications. Collaborate with contracting merchandisers for

contract negotiation on supplies. Conduct extensive materials costing processes. Coordinate delivery schedules and monitor delivery personnel. Organize promotional demonstration activities for home and New York marketing office. Respond to and resolve customer complaints. Manage office operations and produce correspondence. Control stock and conduct purchasing procedures. Assist sales department in establishing client base/sales territories.

**EDUCATION** 1993-Present **PROPHET JUNIOR COLLEGE** Associate Degree Program Computer Operations Program: Lotus 1-2-3, Database III, Typing, Word-processing (Multimate), Business Math, Speech Communication, Introduction to Computers and English Composition.

**Notice:** Background summary accentuates candidates acquired professional skills and impressive track record. Listing relevant courses adds weight to candidates educational credentials.

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