

# David Stuart

37 High Rd. Columbus, Ohio 43214

Phone (614)555-1111

e-mail: DS@sbcglobal.net

## PROFESSIONAL PROFILE

Product and results driven Inside Seller with exceptional professionalism, able to maintain relationships thereby increasing customer retention. Ability to meet expected performance goals and enhancing business operations while fostering skills for middle management role.

- Multi-media Product Sales
- Account Management
- Client Billing
- Document Retention
- Customer Service
- Technical Support
- Team Leader / Supervisor
- Invoice Reconciliations

## PROFESSIONAL EXPERIENCE

### **Dish Network Hilliard, Ohio**

**June 2008-Present**

*Account Manager / Tech III*

- Manage and maintain customer accounts while increasing product sales.
- Accurate billing and posting of customer accounts; troubleshooting as necessary.
- Maintain customer profiles and service related documentation and policy update outlines
- Serve as technical specialist for upgrades and service inquiries for clients and vendors.

### **Trilegiant/Affinion Corp Westerville, Ohio**

**September 2004 – June 2008**

*Crisis Account Sales Manager*

- Trained and mentored new sales reps, measuring growth and potential.
- Perform client service training in revenue tracking, collections and retention.
- Operated among highest level sales team meeting performance goals and quotas.
- Able to own project responsibility, enforcing procedures and increasing quality.

### **CheckSmart Dublin Ohio**

**January 2001 – July 2004**

*Store Manager*

- Managed store with baseline of up to 30 employees/cashiers. Only employee hired at entry level, later promoted to Management.
- Responsible for overseeing cash flow and meeting corporate assigned revenue goals.
- Established training and mentoring for new hires and staff resulting in promotions and inner company advancement.
- Supervised and reviewed growth and training of Assistant Management.
- Month and Quarterly reporting and employee assessments as directed.

## EDUCATION

Associates, Business- Marketing (2 ½ Years)

**Spring 1978**

The Ohio State University

## AWARDS / CITATIONS

Employee of the Month /Affinion Corp Sales Retention

December 2004 – June 2008

Acknowledgement of Heroism / Columbus Dispatch

September 1982

President, League of Student Organizations

OSU Student Government

President, NAACP

OSU Branch 1976-1978

Treasurer, Toast Masters International

OSU Branch, Public Speaking