

BIHONAN STREET
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John Domenic Natividad

PROFESSIONAL SUMMARY

Dedicated and results-driven Sales Representative with over [5 years] of experience in outbound sales, customer service, and technical support. Adept at building strong customer relationships and providing solutions that meet client needs. Recognized for consistently achieving and exceeding sales quotas, leveraging effective communication and negotiation skills. Proficient in troubleshooting, data management, and social media marketing, with a commitment to enhancing customer satisfaction and driving business growth. Fluent in English, Tagalog, and Cebuano.

PROFESSIONAL EXPERIENCE

Sea Amos Business Solutions — *Sales Representative* *October 2023 - October 2024*

- Conducting outbound sales calls to prospective clients, focusing on product promotion and value demonstration, which has led to an increase in sales in the first quarter.
- Managing incoming calls during shifts, ensuring a high level of customer satisfaction through effective problem-solving and relationship management.
- Collaborating with the sales team to develop and implement strategies that align with company goals and objectives, resulting in consistently achieving and surpassing sales quotas.
- Utilizing CRM software to track sales activities, customer interactions, and follow-up actions, enhancing overall efficiency and customer engagement.

Quippy Quill — *Sales Representative* *February 2022 - September 2023*

- Successfully conducted outbound sales calls weekly, engaging potential clients and introducing them to our range of products and services.
- Demonstrated strong interpersonal skills by handling incoming customer inquiries and complaints with professionalism and empathy, achieving a satisfaction rating in customer feedback surveys.
- Employed a consultative sales approach to understand customer needs, allowing for tailored solutions that increased client acquisition and retention.
- Analyzed sales data to identify trends and opportunities for improvement, contributing to strategic planning and resource allocation.

Book Vine Press — *Sales Representative* *February 2022 - November 2022*

- Actively engaged in outbound sales initiatives, managing the entire sales cycle from lead generation to closing.
- Responsible for taking incoming calls, providing product information, and addressing customer concerns effectively.
- Consistently met sales quotas through innovative sales tactics and a commitment to understanding customer pain points, leading to increased sales volume by 30%.

- Maintained accurate records of sales activities and client interactions in the CRM system, enabling better customer relationship management.

Longwin International Corporation — *Inventory Staff / IT Personnel*
January 2019 - March 2021

- Managed inventory and sales data across multiple branches, ensuring accurate stock levels and minimizing discrepancies.
- Developed and implemented a streamlined data encoding process that improved reporting efficiency and accuracy, enabling timely updates on sales and stock levels.
- Played a key role in troubleshooting computer malfunctions and resolving system problems, which enhanced operational efficiency.
- Collaborated with the sales team to analyze inventory data, assisting in strategic decision-making for restocking and product placement.

Tech Hub Corp — *Sales Representative*
April 2017 - July 2018

- Engaged in outbound sales efforts to promote a variety of tech products, consistently meeting monthly sales targets.
- Developed strong product knowledge to provide clients with detailed information and recommendations, leading to improved customer trust and sales performance.
- Managed incoming calls with a focus on customer service excellence, addressing inquiries and resolving issues promptly.
- Contributed to team training sessions to share best practices and enhance overall sales strategies among peers.

EDUCATIONAL BACKGROUND

Primary Education

Borromeo Brothers Elementary School
2004 - 2010

Secondary Education

Cansojong Technical Vocational School
2010 - 2014

Tertiary Education

Innovative Technological College of the Philippines
2014 - 2015

- Pursued studies in Information Technology with a focus on Software and Hardware Servicing, gaining insights into Microsoft Office applications and their functions, including Excel, database programming, PowerPoint, Word, and even lead generation strategies.
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SKILLS

- Sales & Marketing: Proficient in outbound sales, lead generation, and client relationship management.
 - Technical Skills: Expertise in troubleshooting computer hardware/software, operating system installation, and computer networking.
 - Data Management: Strong skills in data mining, reporting, and utilizing CRM software for tracking sales activities.
 - Communication: Excellent verbal and written communication skills, with the ability to convey complex information clearly.
 - Social Media Marketing: Experienced in leveraging social media platforms for brand promotion and customer engagement.
 - Leadership: Proven ability to work collaboratively within a team and lead initiatives to drive results.
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LANGUAGES

- English (Fluent)
 - Tagalog (Fluent)
 - Cebuano (Fluent)
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REFERENCES

Available upon request.