ROBBY N. KAPIL

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| **Objective**  | To obtain a position that will enable me to fully utilize my experience as a results driven sales and customer service professional. |
| **Professional**  | * Outstanding interpersonal skills
* Excellent written and verbal communication skills
* Excellent problem solving and decision-making abilities
* Excellent critical thinking and time management skills
* Experience in retail sales
* Outgoing and goal oriented personality
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| **Education 2004 - 2008** | **Olympia High School** Orlando, FL *Diploma* |
| **Work Experience**  | I have experience in the sales industry and enhanced understanding of problem-solving techniques to deliver customer satisfaction. My dedication to customer service, combined with my ability to show initiative and close the sale makes me an indispensable member to any team. |
| **Mar 2008 - Present** | **Orlando Autotronics & Speedworld** Orlando, FL*Sales*Personalized consultations geared towards maximizing profit and sales margin provided ongoing order support for customer base. |
| **Jun 2014 - Feb 2017**  | **Westgate Resorts** Kissimmee, FL*In-house timeshare* Greet each guest, in a professional and timely manner, explain to them whatour 90-minute presentation consisted of, and show multiple properties on site and in a portfolio to generate sales through an array of upselling techniques to meet the guest’s/owner’s needs. |
| **Jan 2010 - May 2014**  | **Sprint** Orlando, FL*Sales*Making sure that all customer service and sales standards are being portrayed establish and complied.  |
| **Sep 2007 - Jul 2009** | **Rosen Hotel and Resort**  Orlando, FL*Sales& Customer Service* Examine all relevant particulars thoroughly pertaining to each and every problem, apply a suitable solution and notify the caller. |

References available upon request