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 |
| **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 what  our 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