

Daniel Brunette

Inside Sales / Freelance Web Developer

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Work experience

Customer Service Representative 2013-05 - Current
General Air Service & Supply

Customer Service Representative inside sales at (3 years 6 months) Responsibilities include the following: * Daily interaction with large customer base on transactional business. Responding to customers quotations, needs, inquiries, and complaints. * Administrative processing of customer orders(i.e. quotations and order entry). * Sourcing for non stocked items and work order entry. * Following up and out calling for increased sales. * Sharing of any interaction and involvement with customers that might require the outside salesperson's attention, or may result in additional sales. Understanding the goals and concepts of our business and incorporating business goals to achieve sales and profitability. * duties as assigned.

Account Specialist/ CSR III 2010 - 2013
Dish Network

responsible for saving and retaining existing customers through effective probing questions and educating them on the value of the services they currently have. Additional key responsibilities include answering customer concerns, billing questions, and meeting call center/retention key metrics. Professionally negotiate potential product refunds. Accurately identify potential customer escalations, resolve where possible, and communicate to management team

Presentation Manager 2007 - 2010
PetSmart

presentation manager at ensuring our store is stocked with the right products that are priced correctly and available for our customers. Presentation Managers are responsible for overseeing the execution of the presentation of products and managing a team to ensure that all merchandising and replenishment activities are done according to policy. Certifications

Education

B.S 2016 - 2020
American Public University
Environmental science

Skills

HTML5 & CSS3



Including Bootstrap framework

Javascript



jQuery, Angularjs, Node.js, reactjs,

PHP



server-side scripting language designed primarily for web development but also used as a general-purpose programming language

mysql



pen source relational database management system (RDBMS) based on Structured Query Language (SQL)

Account management



Customer service



Sales administration



Project management

