

Joseph MacDonald

Customer Support Specialist

Broomfield, CO 80021

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(720) 620-9323

My name is Joseph MacDonald. I have been working in the fields of Customer Service, Sales, and Tech Support for over 10 years. I am a friendly person with the ability to identify people and speak to them, which makes me interested in sales. I am a very ambitious person but can handle rough situations and de-escalate moments of tension with ease.

Authorized to work in the US for any employer

Work Experience

Sales Representative

Webroot - Broomfield, CO

August 2019 to April 2020

Assisting clients with renewing accounts, making purchases and offering new products or services.

Providing troubleshooting support

Sales Producer

Allstate/State Farm - Broomfield, CO

February 2018 to July 2019

- Cold calling potential clients in the surrounding area.
- Worked with hot leads on occasion to sell personal lines of insurance.
- Using my knowledge of insurance to provide the best coverage for customers
- Writing new policies under my Colorado Insurance license

None

TRAVELING/TEMPING

June 2017 to February 2018

Sales Support

TRANSFIRST MERCHANT SERVICES

April 2015 to June 2017

- Assist customer and sales team over the phone and e-mail.
- Make updates to existing accounts, completes coding maintenance to build new files on accounts.
- Places orders on equipment for sales team, tracks shipments, sends invoices

Customer Service/Tech/Retention

DISH NETWORK

June 2012 to April 2015

- Continuously maintain highest level of retention.
- Average 60 calls per work day.

- Handle client issues with a focus on being cordial and helpful.
- Trained the client service department on customer service and phone skills.
- Trained the customer service department on the different products and services.
- Anticipated customers' needs and recommended products, utilizing features and benefits.
- Processed customer payments and financial arrangements, including financing options and warranties

SALES ASSOCIATE

PANERA BREAD

November 2010 to June 2012

- Determined variety and quantity of pastry to bake.
- Dealt with customer payments.

BUSINESS

Education

High school diploma

Front Range Community College

August 2010 to May 2012

Skills

- Microsoft Office (10+ years)
- Sales (8 years)
- Customer Service (8 years)
- Tech Support (4 years)
- Insurance Sales
- Cold Calling
- Underwriting
- Account Management
- Telemarketing
- Sales Management
- Marketing
- Salesforce
- Upselling
- Negotiation
- Inside Sales
- Sales Support
- Multi-line phone systems
- Financial services
- CRM Software

Links

<https://WWW.LINKEDIN.COM/IN/JOSEPH-MACDONALD-357379141>

Certifications and Licenses

Property and Casualty License

February 2017 to February 2020

Licensed by the state of Colorado to sell insurance for personal lines and businesses.

Assessments

Customer Service Manager — Highly Proficient

August 2020

Managing customer service representatives and resolving customer issues.

Full results: [Highly Proficient](#)

Sales Skills — Highly Proficient

August 2020

Influencing and negotiating with customers.

Full results: [Highly Proficient](#)

Customer Focus & Orientation — Highly Proficient

August 2020

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.