

JUSTIN BASSETT

4821 4th Avenue South, Minneapolis, MN 55419 | C: 612-501-2311 | justin.bassett1228@gmail.com

SUMMARY

Experienced Results-oriented, strategic sales professional with 10+ years in the customer service and sales.

SKILLS

- Self-Starter
- Strong attention to detail
- Great organizational skills
- Proficient in leadership skills
- Ability to work well with others
- Motivated to complete multiple tasks at once
- Welcome change and can easily adapt, along with challenges and goals
- Strong problem solving skills
- Exceptional time management skills
- Ability to complete work within a required time frame along with working with a deadline provided
- Proficient in Microsoft Word, Excel, PowerPoint

EXPERIENCE

12/2017 to 05/2018 **Client manager/ In-house loan officer**

Results Mortgage — Edina, MN

- Work closely with one of Minnesota's largest Realtor teams to screen and convert them into home buyer leads and then forward to realtors and loan originators.
- Used CRM systems to communicate with a team of 15 realtors and 8 loan officers on status and development of leads and converting to home buyers
- Heavy inbound and outbound calling responsibilities 100+ calls per day

08/2017 to 12/2017 **Associate Recruiter**

Selectech — Bloomington, MN

- Source, interview, and select applicants for technical positions
- Write job descriptions
- Match applicants to job openings
- Source for future job openings
- List job postings on job boards, social media, corporate career websites, and other possible channels
- View applications
- Call applicants and perform phone screens
- Have applicants come in for formal interviews
- Interview applicants

- Create portfolio of possible candidates for hiring manager
- Check references
- Inform candidate of company's decision
- Compose offer letters and negotiate salary
- Inform applicants not chosen of company's decision
- Participate in implementing new recruiting technology, such as applicant tracking systems and screening tools.

05/2017 to 12/2017

Consumer Relationship Specialist

Sleep Number — Minneapolis, Mn

- Help each and every customer with a positive and upbeat attitude
- Meet new account goals
- Performing other duties as assigned by management to maximize customer satisfaction
- Respond to and answer agent and customer inquiries, providing a positive and memorable customer experience as well as “one and done” service whenever possible
- Regular contact with employees across the organization
- Maintain accurate records of inquiries and actions.

06/2016 to 04/2017

Consumer Care Associate, Retention/ Conversion

Coloplast — Minneapolis, MN

- Respond to clinician and consumer inquiries and concerns via phone, email, and letters in a prompt manner according to established service metrics
- Acquire and demonstrate all necessary subject matter expertise to provide responses regarding product application and problem resolution to clinicians and end-users
- Cross sell and up sell ostomy and catheter products
- Well versed in CRM computer system
- Accurately and thoroughly document each new end-user conversion/retention profile in Coloplast systems according to standard department procedures

07/2012 to 06/2016

Administrative Office Manager/ Recruiter

Midwest Carriers — Eagan, Mn

- Conducted all in person and phone interviews
- Managed needs for staffing for administration and drivers
- Processed billing and invoices for the company
- Followed up with any customer bill concerns to ensure they were corrected for on time payments
- Point of contact for two large trucking companies
- Maintain daily personal and company goals

12/2009 to 07/2012

Team Lead

Credit Control — Maplewood, Mn

- Attempt to contact 100-200 consumers daily to handle outstanding balances
- Work with customers who have balances of \$200-\$10,000 to make arrangements to start paying back the totals
- Maintain monthly personal and company goals
- Organize daily tasks to be completed on time

- Collect payments electronically

EDUCATION AND TRAINING

07

Associate of Arts: Vocal Performance
McNally Smith College of Music — St. Paul, MN, USA

05

High School Diploma
Apple Valley High School — Apple Valley, MN, United States