

# Amir Yousef

Rochester, MN 55902

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507-400-2647

Expert Sales & Customer Service Professional with the ability to balance multiple tasks effectively and ensure task completion by deadline. Works well under pressure of pending deadlines and last-minute changes in plans. Has keen ability to work swiftly and efficiently to meet and anticipate the needs of clientele. Excellent written and verbal communication skills.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Operator**

Mayo Clinic - Rochester, MN

October 2017 to Present

Assists callers with locating patients in the hospital system, answering questions and acting as the “face of Mayo” as the first point of contact.

- Managing 911 phones and calling out emergency codes hospital wide
- Serves on the Customer service continuous improvement team to better address caller needs

### **Territory Sales Representative**

Kellogg Company - Rochester, MN

2016 to 2017

Manage sales and merchandising of Kellogg's branded snacks including Keebler, Nutri-Grain, Cheez-It and others in the southern central Minnesota and western Wisconsin regions.

- Plan and negotiate displays for sales with 13 different stores within the territory.
- Maintain average monthly sales of 200K-250K depending on season and promotion mix.

### **Fresh Foods Delivery Driver**

Convenience Transportation - La Crosse, WI

2015 to 2016

Facilitated delivery of baked goods as well as fresh case items to Kwik Trip/ Kwik Star stores throughout MN/ WI/ IA.

- Maintained a positive image and providing a positive experience for all guests while promptly and accurately delivering orders to assigned stores.
- Received recognition awards for shift flexibility as well as picking up additional shifts

### **International Sales Specialist**

Fastenal Company - Winona, MN

2012 to 2015

Oversaw the complete worldwide logistics process for several customers' orders shipping worldwide.

- Responded to requests for quotes.
- Worked with international banks for payment via transfers, ensuring all applicable laws and regulations were met prior to shipping at the destination.
- Filled out export paperwork, preparing shipments for export,
- Sourced items for customers and quoted prices for custom made items.
- Worked with repeat customers to maintain inventory levels for overseas production.

#### Outside Sales Agent

- Established and maintained business/sales relationships while increasing sales totals and margins.
- Maintained and grew a dedicated book of business.
- Kept accurate financial and sales records, cash proofs, opening and closing reports, store setup and display set up.
- Provided sales event planning and presentation to military, government, higher education, MRO, and OEM businesses.

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### **Customer Support Representative**

Crutchfield Corporation - Norton, VA

2011 to 2012

Assisted customers in the processing, modification, security work, and order returns.

- Answered emails and web messaging sessions to assist customers.

### **Customer Service Representative/ Fraud Analyst**

U.S.A.A - Wise, VA

2008 to 2011

Assisted customers in protecting their monetary assets while educating them to ensure their financial independence.

- Focused on maintaining/ increasing brand loyalty.

### **Manager**

Gateway Market - Crozet, VA

2003 to 2008

Oversaw restocking and ordering of merchandise.

- Prepared sales materials.
- Opened and closed the store.
- Monitored kitchen preparation and cleanup.
- Managed the programming and entering of SKUs in the register system.

## Education

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**Some college**

## Skills

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Real Estate, Communications, Excel

## Links

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<https://www.linkedin.com/in/YousefAmir>