

# Bill Quibano

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## SKILLS

- International Markets Understanding
- Trade Show Events
- Client Relations
- Problem Anticipation and Resolution
- CRM Tracking
- Decision Making
- Time Management
- Credit Card Payment Processing
- CRM Software
- Customer Account Management
- Building Customer Trust and Loyalty
- Understanding Customer Needs
- Call Documentation
- Customer Service
- Customer Relations

## EXPERIENCE

International Account Manager , Surya, September 2013-May 2023

White, GA

- Responsible for managing customers in Latin America, Middle East, Asia, and the Caribbean
- Developing new business through leads and prospects and working closely with existing customers via phone and email to gain insights into their business needs and to gain additional sale opportunities.
- I worked closely with outside sales agents to build and maintain customer relationships
- Acting as a liaison between logistics, customer services, accounting, and outside sales agents in managing the day-to-day operations of the international department.
- Reviewing open orders and ensuring on time shipments.
- Ensuring accurate order fulfillment by having accurate spreadsheets with order information.
- Worked on pricing with management according to each of the customers' needs.
- I attended quarterly trade shows in Atlanta, GA, High Point, NC and Las Vegas, NV to connect with new and potential customers.
- Developed successful customer relationships and quickly resolved service requests to increase sales.
- Responded to customer inquiries quickly and professionally to maintain customer satisfaction.
- Developed thorough understanding of products and service offerings to better upsell and cross-sell to clients.

Internal Parts Rep , TUG Technologies, February 2013-September 2013

Kennesaw, GA

- Responsible for parts order entry, processing quotes via email, web & phone orders
- Resolving payment issues, discrepancies, parts credits, arranging transport, track shipments and followed up with customers.
- Worked closely with purchasing department regarding price, availability, promise dates for

