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

customers/orders.

Assisted warehouse with month end, count & stocking of parts.

Inside Sales Rep, Instawares, June 2006-November 2012 Kennesaw, GA

- Responsible for generating sales by understanding customer requirements and expectations to provide recommendations for specific products.
- Educated customers about terminology, features, and benefits of products in order to improve product related sales and customer satisfaction
- Provide timely price quotations accurately
- Provide accurate information regarding product availability
- Obtain accurate information from manufacturing companies related to shipment dates and expected date of delivery.
- Followed up with customers following sales to ensure ongoing customer satisfaction and resolve any issues.
- Worked closely with marketing and purchasing departments to increase sales for demand products
- Attended trade shows

Customer Service Representative, First Data Merchant Services, February 2001-October 2005 Coral Springs , FL

- Received inbound calls from our Bank Clients' cardholders
- Processed daily client requests received by phone, email or mail related to credit card transactions and fees
- Answered customers questions about products, prices and fees
- Educated customers on product features and technical details to highlight benefits regarding the credit card terminals
- Troubleshooted terminals with technical issues

EDUCATION AND TRAINING

Certificate - Mechanics ITT Technical Institute , Fort Lauderdale, FL

High School Diploma Chelsea High School, Chelsea MA

LANGUAGES

Spanish:	English:
Native/Bilingual	Full Professional