

Markus Still

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(520) 508-6376

Morenci, AZ

Experience

Sales Manager

EcoShield Pest Solutions • Detroit, MI

04/2023 - Present

• Lead and manage a team of sales representatives to achieve and exceed sales targets by managing area and scaling goals through funnels • Develop and implement effective sales strategies, resulting in increased revenue • Foster client relationships, ensuring customer satisfaction and retention

Appointment Setter & Closer

Tycho Energy • Phoenix, AZ

07/2022 - 04/2023

• Strategic Project Management: • Spearheaded project management initiatives, ensuring seamless coordination of tasks and timelines. • Employed strategic planning to optimize workflows, resulting in increased efficiency. • Appointment Setting: • Conducted effective appointment setting, utilizing strong communication skills to engage potential clients. • Demonstrated a comprehensive understanding of the company's offerings to generate interest and set quality appointments. • Client Interaction: • Engaged in professional and persuasive communication to convey the value proposition of Tycho Energy. • Effectively addressed client inquiries, providing detailed information and fostering positive relationships. • Closing Deals: • Utilized strong negotiation and closing skills to convert leads into successful deals. • Demonstrated a keen ability to overcome objections and tailor offerings to meet client needs. • Performance Metrics: • Consistently met or exceeded performance targets, contributing to the overall success of the sales team. • Monitored and analyzed key performance indicators to identify areas for improvement. • Collaboration and Reporting: • Collaborated with cross-functional teams to streamline communication channels and enhance project outcomes. • Prepared and presented regular reports detailing project progress and sales performance.

Licensed Insurance Advisor

Allstate Property & Casualty Insurance • Tucson, AZ

05/2021 - 06/2022

• Client Consultation: • Conducted thorough client consultations to assess insurance needs and provide personalized coverage solutions. • Applied in-depth knowledge of insurance products to recommend appropriate policies based on individual circumstances. • Policy Customization: • Tailored insurance packages to meet clients' specific requirements, ensuring comprehensive coverage. • Educated clients on policy features, terms, and benefits, fostering informed decision-making. • Regulatory Compliance: • Maintained up-to-date knowledge of insurance regulations and compliance standards. • Ensured all policies and interactions adhered to legal and industry-specific guidelines. • Customer Relationship Management: • Built and maintained strong relationships with clients, promoting trust and loyalty. • Addressed client inquiries promptly, demonstrating commitment to exceptional customer service. • Sales Achievement: • Achieved and surpassed sales targets by effectively cross-selling and upselling insurance products. • Implemented strategic sales techniques to maximize revenue while meeting clients' insurance needs. • Documentation and Record Keeping: • Maintained accurate and organized client records, ensuring compliance with company policies. • Prepared and processed necessary documentation for policy issuance and updates. • Continuous Learning: • Participated in ongoing training sessions to stay informed about new products, industry trends, and sales techniques. • Proactively sought opportunities for professional development within the insurance field.

Motor Transportation Operations Specialist

US Army • Tucson, AZ

11/2014 - 12/2021

• Served as a Logistics Specialist, coordinating and overseeing transportation operations • Managed fleet logistics, ensuring timely and efficient delivery of supplies • Demonstrated leadership and teamwork in a military environment

Direct Seller

Aptive Environmental • Phoenix, AZ

01/2019 - 04/2021

- Successfully promoted and sold pest control services through door-to-door interactions
- Demonstrated effective communication and persuasion skills to achieve sales goals
- Implemented strategic approaches to engage potential clients and address concerns

Sales Associate

T-Mobile Vision Wireless • Tucson, AZ

05/2017 - 12/2017

- Client Interaction: • Guided clients through the process of new line activations, upgrades, and carrier switches.
- Demonstrated in-depth product knowledge, helping customers make informed decisions.
- Customer Relationship Building: • Cultivated strong rapport with both existing and incoming clients, emphasizing customer satisfaction.
- Prioritized a customer-centric approach, aiming to leave individuals better than initially encountered.
- Sales Achievement: • Achieved sales targets by effectively promoting and closing deals on various products and services.
- Consistently met or exceeded performance metrics, contributing to the overall success of the sales team.
- Problem Resolution: • Addressed customer concerns promptly, ensuring a positive resolution to enhance customer experience.
- Employed effective communication skills to manage dissatisfactions and provide satisfactory solutions.
- Team Collaboration: • Collaborated with team members to create a positive and dynamic work environment.
- Participated in training sessions and shared product knowledge with colleagues to enhance team performance.

Inbound Customer Service Agent

Afni, Inc • Tucson, AZ

10/2016 - 04/2017

- Managed client concerns and issues, ensuring prompt resolution and customer satisfaction
- Maintained confidentiality of client information and escalated complex matters as needed
- Demonstrated strong interpersonal and problem-solving skills in a fast-paced environment

Skills

Customer service, Basic math, Computer literacy, Sales, Cashiering, Microsoft excel, Cash handling, English, Writing skills, Communication skills, Recruiting, Time management, Organizational skills, Leadership, Microsoft office, Computer skills, Inventory control