Debora A. Magee

Xxx Holly Avenue

Biloxi, MS 39540

228.xxx-xxxx

Date: February 11, 2018

Tom Anderson

HR Manager

Verizon

Texas

Dear Mr Anderson,

I am interested in the Sales Executive 1 - Fiber position, Job ID 1778138-1 at AT&T Inc. as advertised on the website of the organization. I am currently employed at Strategic Systems, Inc. as Community Planner/Event Planner. Having worked for a wide range of companies in the telecommunications industry in sales & management sector, I believe that the experience and skill set that I possess at this position makes me an ideal candidate for the job of Sales Executive 1 - Fiber.

I have vast experience in the sales sector ranging from selling products, instructing & training sales associates, collection and evaluation of test data etc. Over the 30+ years of experience that I have in the telecommunications industry, I have achieved and exceeded various sales targets. I also have experience in interacting with customers and handing their queries successfully. I have been highly effective in selling and handling products in the telecommunication sector. In my previous jobs, I have undertaken jobs ranging from sales associate to office assistant which has provided my both with the internal and external exposure of the business. In my current employment, I extend my expertise as an event planner where I manage office and co-ordinate events for the organization.

My previous positions and nature of work has honed my leadership skills. As an individual, I firmly believe that I am competent in managing any kind of work related to sales or telecommunication industry. My certifications and knowledge of applications related to the telecommunication sector makes me a worthy candidate for this position. Given my background in sales and management, I believe I can manage people effectively. I am a seasoned professional who has handled various sales related operations and a certified instructor. With tremendous interest and enthusiasm, I would like to submit my resume for this position.

I am looking forward to share my experience and wisdom with the entire organization. Thank you for taking out time to read this letter and I would be happy to have a discussion with the management in case of any query.

Yours truly,

Debora A Magee

**Debora A. Magee**

Xxx Holly Avenue, Biloxi, MS 39540 – Phone: 228.xxx-xxxx

Email: deboramagee@bellsouth.net

**CAREER HIGHLIGHT**:

Over 30 Years’ experience with Telecommunications Industries, South Central Bell, Bellsouth, AT&T. Team leader: Assisted Coaches in the office to make successful sales associates. Observed and assisted sales associates, facilitated calls from disgruntled customers upon request. Relieved Assistant Manager (RAM). Conducted Fast Start Training Courses for AT&T and United Health Care. Manage observation and provided feedback to representatives. Certified Trainer for AT&T University. Certified and developed at vendor sites trainers to train AT&T product and services. Willing to travel internationally and Domestic. Have experience in office assistant work. Input data, excel and Microsoft word.

**EXPERIENCE:**

**Strategic Systems, Inc.**

Community Outreach/Event Planner (part-time) January 2013 to Present

* Manage office
  + Paid all invoices
  + Set up Meeting for upper interviews with community leaders
* Meeting and events Coordinator
* Job Training Readiness Classes
* Resume Writing
* Soft skills for Adult Entrepreneur training
* Dress for Success Training
* Facilitated mock interviews classes with community leaders

**Ramsey, INC**

AT&T CertifiedTrainer/Instructor April 2008 – April 2017

* Train and coach new sales associates on effective sales presentations and selling techniques concentrating on customer desires and needs.
* Trained sales, retention, combined bill centers and wireless.
* Manage and developed active rep on new updates and system.
* Facilitated U-verse to new hire. Proficient in training Southeast, Direct TV, and U-verse
* Trained and developed Medicare Part D to sales rep.
* Experience in several systems: RNS, BOCRIS, Telegence,U-verse,Customer Relationship Management, DSL Billing, ROS, SYSTEM X, CPE Enable, SIEBEL, CCTool, RTM, CPE Enabler, I-Store,Expray Pay, etc.
* Test and collect measurement and evaluation data on agents.
* Coach and develop agents to improve performance through positive reinforcement and motivational incentives.
* Work with peers and designers to provide feedback on the accuracy and effectiveness of course materials
* Assist on line representative with questions and escalated calls
* Facilitate online course

**AT&T Communication, Bell South, Inc. (Engineering) Mobile, AL.**

Office Assistant November 2005 thru August 2007

* Update and maintain various data bases and record and resolve discrepancies.
* Prepared and maintained records pertaining to budget planning, estimates specifications, drawings and construction work prints. Managed Bellsouth accounts through Oracle, Leims and Easement.
* Inputted Data for MTI. EXCEL

**Bell South, Inc. New Orleans, LA. Mobile, AL, Coverington, LA.**

Sales Associate January 1996 thru November 2005

* Consulted with customers to recommend and sell a variety of telecommunication products and services to meet customer needs.
* Met and exceeded individual sales, as well as met and exceeded customer care commitment. Served as the telephone expert to the customer by discussing and handling billing inquires, products and service inquires.
* Responsible for correcting discrepancies.

**South Central Bell, Bell South, Inc. New Orleans, LA., Jackson, MS., Biloxi, MS.**

Coin Collector August 1977 thru January 1996

* Traveled thru the state of Mississippi collecting funds from various locations and making minor service repairs to Bell South Pay Phones
* Receiving and setting up delivers for outside coin collectors of pay phones
* Preparing required documents and maintained coin count records for department.
* Input data on daily basis for money pick up by Wells Fargo.

**EDUCATION:**

*Presently attending Columbia Southern University pursing my degree in Business*

1992-1993 Hines Jr. College, Jackson MS (Business Law & Psychology Classes)

1971-1973 Biloxi High School, Biloxi, MS - High School Graduate

**SKILLS:**

Major strength includes strong leadership, excellent communication skills, competent strong team player, and developmental skills. Computer literate, Microsoft Word, Basic Keyboarding skills, excellent facilitator skills. Train web based and leader-led. I have trained over 30 classes with close focus on sales, sales strategy, and customer service. I have solid experience in sales, training, and leadership, development, and customer relations.

**HOBBIES**:

* Decorating parties and weddings
* Active in Mardi Gras Club and was Queen in 2009
* Mardi Gras Ball, Nursing Home Visit, Afternoon Tea and Christmas Give-a Way for the children.

**SWOT Analysis**

**Strengths**

* Customer satisfaction: Very effective in resolving customer queries and have a huge experience in providing hassle free service to customers.
* Sales background: Being from a sales background, I understand the end to end process of sales. Artful and innovative in developing product sales strategies & policies.
* Certified Instructor: Experience of training sales associates has imparted an understanding of utilising resources efficiently.

**Weaknesses**

* Daily local travel: Never travelled locally on a daily basis in the past few years.
* Technology Expertise: Hardware related technical expertise is limited. May take some time to get used to the technical terms and concepts.

**Opportunities**

* Social media: Integration of social media with the job is a huge opportunity. As a sales person, I believe social media will open big doors for propagating my ideas.
* Innovation: Innovative thoughts and ideas will be the key for gaining competitive advantage.

**Threats**

* Young leaders & Start-ups: Youth and the start-up culture may bring in new set of processes which can become a serious threat for both my individual and professional growth.
* Security risks & Health Risks: Information systems may be compromised in as all the data is present on the systems. Unexpected health risks on a personal level might also pose a threat at a later time.