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## After Sales Manager Resume

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### Job Objective

Seeking the right company in which to fill the position of After Sales Manager and utilize my skills and training in this field to their fullest.

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### Highlights of Qualifications:

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- Admirable experience in providing customer services and managing all account receivables according to Federal, State and local legislations
  - Deep knowledge of construction industry and related procedures
  - Immense ability to maintain relationships with coworkers
  - Deep ability to coordinate with acting and cultural ambassadors
  - Good understanding of general accounting principles
  - Skilled to pay attention to detail and make required decisions
  - Good telephone skills
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### Professional Experience:

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#### After Sales Manager

BuyWithMe, Newport News, VA

October 2008 – Present

- Administered all activities of After sales team, hired and trained employees according to company policies.
- Determined After Sales business objectives and ensured optimal services for clients.
- Developed, executed and implemented effective customer service business plans.
- Maintained high quality for IKEA customers and minimized all losses.
- Documented customer issues and ensured resolution as soon as possible.
- Coordinated with safety and security department and ensured compliance to all policies and procedures.
- Managed a neat and clean area according to internal and external standards,
- Performed all activities for store such as opening and closing.

#### After Sales Representative

Cox Communications, Newport News, VA

August 2003 – September 2008

- Ensured compliance to all safety guidelines in construction sites.
- Managed reports, identified issues and assisted in its resolution.
- Determined root cause of problems and recommended changes for improvement.
- Administered all billing inquiries and maintained effective relations with customers.
- Provided support in credit collection and providing cash application.

#### After Sales Assistant

oDesk, Newport News, VA

May 1998 – July 2003

- Maintained effective communication with various service providers.
  - Prepared field failure reports on a regular basis.
  - Monitored repairs and maintained inventory for spare parts.
  - Managed all credit notes obtained from various cellular brands.
  - Administered all communication with customers such as telephone and emails.
  - Supervised working according to operating procedures.
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### Education:

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Bachelor's Degree in Sales and Marketing

Columbia Basin College, Pasco, WA

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