

SAM LAURENCE

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*Hardworking, enthusiast, tenacious
professional with exceptional interpersonal
skills*

COMPUTER SKILLS

Microsoft Office
Suite 2000
DOS/Windows
Windows NT and
Macintosh/COBOL
HTML
Java

SUMMARY OF QUALIFICATIONS

- Contagious charisma paired with ability to work well with varying personality types.
- Determined, motivated professional; strive for success with each task and challenges.
- Team player, quickly and easily establish professional rapport with co-workers.
- Superior communication, interpersonal, and presentation skills. Types 80 WPM.
- Problem solver who acquires new skills quickly and demonstrates can-do attitude when taking on new challenges.
- Willing to travel and/or relocate.

EDUCATION

Tennessee State University
Bachelor of Science in Marketing Management
Major in Customer Care Management, Minor in International Marketing
GPA 3.54/3.98

Honors and Activities
President's and Dean's Honor Rolls
Diamond Achievers Honors' Society
President, Association of Marketing Students

KEYWORDS

Management
Information
Systems
Marketing
International Market
Management
Customer Service
Market Research

PROFESSIONAL EXPERIENCE

High-tech-O Marketing Services, Nashville, TN
Customer Service Trainee
Use effective communication and interpersonal-relations skills to interact with employees and customers.

- Participate in customer and prospect bidding process, including preparation and review of submittals.
- Develop professional rapport through face-to-face interaction with more than 100 clients on daily basis.
- Attend forecasting and management meetings.
- Continually resolve issues with clients whose requests can not be immediately handled by company.

References furnished upon request