



DALLAS WILSON

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PROFESSIONAL SUMMARY

Dynamic and results-driven professional with a keen focus on leveraging both educational and practical expertise within a stable and dynamic work environment. Possessing a strong aptitude for creative problem-solving, and known for exceptional organizational abilities, efficiency, and a commitment to delivering tangible results.

SKILLS

- Detailed Oriented
- Customer service skills
- Typing
- Data Entry
- Client retention
- Mac/Microsoft Proficient
- Decision making skills
- Database Management
- Strong Organization Skills
- Time management
- Communication skills
- Onboarding
- Tech Savvy
- Scanning/Encoding

EXPERIENCE

- Business Account Manager**
Comcast | Houston, TX, Remote

May 2024 - Current
- Built and maintained strong, long-term relationships with clients to ensure their satisfaction and loyalty.
 - Collaborated with clients to understand their business needs and develop tailored strategies to meet their goals.
 - Identified opportunities for upselling and cross-selling products or services, contributing to overall revenue growth.
 - Acted as the main point of contact for clients, addressing inquiries, concerns, and providing regular updates on account progress.
 - Identified and addressed potential issues or challenges, providing solutions to keep accounts running smoothly.
 - Monitored industry trends and competitor activity to ensure clients receive competitive, up-to-date recommendations.
 - Lead contract discussions, pricing negotiations, and renewals with clients.
 - Prepared regular reports on account status, sales performance, and key metrics for both clients and internal teams.
 - Worked closely with sales, marketing, and product development teams to ensure client needs are met and expectations are exceeded.
 - Developed and managed account budgets, ensuring clients receive value for their investment.

Client Sales Advisor**October 2023 - May 2024****Cox | Remote**

- Develop and maintain relationships with new and existing clients to understand their needs and provide tailored solutions.
- Advise clients on product offerings, services, and promotions to meet their business or personal goals.
- Provide exceptional customer service, ensuring client satisfaction and loyalty.
- Assist in managing client accounts, processing orders, and ensuring timely delivery of services/products.
- Identify potential sales opportunities and proactively follow up with leads to generate new business.
- Conduct product presentations, demonstrations, and webinars to educate clients on the benefits and features.
- Achieve sales targets and objectives, providing regular reports on performance.
- Work closely with marketing and other teams to create effective sales strategies and campaigns
- Resolve client issues or concerns promptly, escalating as needed, to maintain strong client relationships.
- Track client feedback and market trends to improve service offerings and optimize sales efforts.

Administrative Assistant**September 2022 - October 2023****Emperors Cut | Houston**

- Answered client calls; received mail; managed employees files
- Managed company compliance and helped apply for certifications and certificates
- Booked travel arrangements and corresponded with hotels on behalf of the company
- Assisted with monthly bills, assisted with processing, and sending out Online orders
- Fulfilled orders and packaged them
- Assisting with processing payroll, preparing payroll
- Completed audit requirements and assisted with year end and quarter.

Client Services Representative**January 2021 - September 2022****ADP | Remote**

- Assisted clients with resolving payroll needs
- Maintaining sensitive information and uploading reports into a database
- Following up with clients on service requests
- Assisting customers with troubleshooting and onboarding
- Working overtime to ensure that client satisfaction is reached.

Customer Services Rep.**March 2020 - January 2021****Life Protect 24/7 | Norfolk, VA**

- Made sales for the elderly, maintained sensitive information, completed payments
- Implemented services to their designated homes, customer service troubleshooting
- Updated accounts for customers
- Completed audits to confirm sales amounts.

Sales Representative**October 2019 - March 2020****T-Mobile | Portsmouth, VA**

- Answered calls and resolved problems to customers
- Provided excellent customer service, handled cash tills, and maintained technology merchandise daily
- Competitively sell products and services that speak to the customer's needs, office paperwork and organization.

EDUCATION**Old Dominion University**

B.A. - Business Marketing

Minor in IT

Churchland High School

H.S. Diploma

AWARDS

- Received top 10% employee 3x in less than one year
- Increased sales