

## John Smith

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**Objective:** Interested in the position of Sales Engineer with a growing company

- Key Skills:**
- Great negotiating skills & sales skills
  - Great customer service & communication skills.
  - Ability to gain customer confidence in the shortest span of time and build customer relations.
  - Ability to assess every different customers' needs.
  - Able to effectively meet sales goals.

### Experience:

Your Employer

#### Sales Engineer

Employer City

3/3/2009 to Present

- Planned and modified product configurations to meet customer needs.
- Maintained sales forecasting reports.
- Documented account activities, generated reports, and kept records of business transactions with customers and suppliers.
- Diagnosed problems with installed equipment.
- Attended trade shows and seminars to promote products and to learn about industry developments.
- Visited prospective buyers at commercial, industrial, and other establishments to show samples and catalogs, and to inform them about product pricing, availability, and advantages.
- Sold products requiring extensive technical expertise and support for installation and use, such as material handling equipment, numerical-control machinery, and computer systems.
- Secured and renewed orders and arranged delivery.
- Researched and identified potential customers for products and services.
- Provided information needed for the development of custom-made machinery.
- Prepared and delivered technical presentations that explained products and services to customers and prospective customers.
- Created sales and service contracts for products and services.
- Kept informed on industry news and trends, products, services, competitors, relevant information about legacy, existing, and emerging technologies, and the latest product-line developments.
- Identified resale opportunities, and supported them to achieve sales plans.
- Arranged for demonstrations and trial installations of equipment.

- Attended company training seminars to become familiar with product lines.
- Collaborated with sales teams to understand customer requirements, to promote the sale of company products, and to provide sales support.
- Conferred with customers and engineers to assess equipment needs, and to determine system requirements.
- Developed sales plans to introduce products in new markets.
- Developed, presented, and responded to proposals for specific customer requirements, including request for proposal responses and industry-specific solutions.
- Recommended improved materials and machinery to customers, documenting how such changes will lower costs and increase production.
- Reported to supervisors about prospective firms' credit ratings.
- Trained team members in the customer applications of technologies.
- Wrote technical documentation for products.
- Provided technical and non-technical support and services to clients and other staff members regarding the use, operation, and maintenance of equipment.

**Education:**

State University of New York  
**Bachelors of Science in Engineering**

New York  
2009

**References:** Available upon request