

****William Jay Wyatt****
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****Summary****

Detail oriented and technically skilled professional with two years of experience in sales and customer service. Proficient in a range of computer skills including Microsoft Office Suite, Linux environments, and command line interfaces. Possesses strong problem solving, troubleshooting, and communication abilities gained from a dynamic, customer facing role. Eager to apply a unique combination of technical aptitude and customer service expertise to a new challenge.

****Experience****

****Direct Sales Representative**** | D.S.S. (Direct Sales Solutions) | Multiple Locations (CO, MO) | 2010 - 2012

* Achieved a high 70% closing rate on sales presentations to potential clients.

* Specialized in marketing and selling comprehensive "Triple Play" packages (phone, internet, cable TV).

* Provided exceptional customer support, effectively resolving client issues and complaints regarding installations and contracts to ensure customer satisfaction.

****Education & Training****

****Job Corps**** | Nemo, SD | 2009 - 2011

* Program of Study: Networking Computer Technology

* Achievement: Placed 3rd in a regional inter-school electronics competition.

****Certifications****

* CISCO IT Essentials (2010)

****Skills****

* ****Technical:**** Windows, Linux, Command Line Interfaces, Networking Fundamentals, PC Troubleshooting, Microsoft Office Suite (Word, Excel), Typing

* ****Professional:**** Customer Service, Sales & Negotiation, Problem Solving, Attention to Detail