

Samantha Kerr

COUNTER SALES REPRESENTATIVE

Milwaukee, WI (414) 555-0193 samantha.kerr@email.com linkedin.com/in/samanthakerr

SUMMARY

Counter Sales Representative with 2 years at an electrical supply branch, serving electricians, maintenance buyers and walk-in contractors. Handles orders, price quotes and returns in the branch system, writes follow-ups in Outlook, and keeps price sheets in Excel and Word, backed by strong customer service skills.

SKILLS

Other Skills: Microsoft Office, Outlook, Word, Excel, Price Quotes, Special Orders, Returns Processing, Basic Computer Skills, Customer Service Skills, Time Management Skills

EXPERIENCE

Counter Sales Representative 05/2024 - Present
Lakeside Electrical Supply Milwaukee, WI

Counter and phone sales at a branch serving 250 contractor accounts.

- Process 60 counter and phone orders a day for wire, conduit, breakers and lighting.
- Generate 20 price quotes a week in the branch system and send them through Outlook within 2 hours.
- Handle returns and credit requests for 15 accounts a week with no paperwork errors in 2 audits.
- Increase counter sales of lighting and tools by **9%** through product suggestions at checkout.

Customer Service Associate 06/2022 - 04/2024
Brew City Home Center Milwaukee, WI

Order desk at a home improvement store.

- Answered 50 customer calls a day on order status, delivery times and returns.
- Processed 30 special orders a week for doors, windows and lumber.
- Updated a Word and Excel tracking sheet for 200 open orders shared by 4 departments.
- Resolved delivery complaints within 1 day for 95% of cases.

Office Clerk 09/2021 - 05/2022
Riverwest Insurance Agency Milwaukee, WI

Part-time job during senior year.

- Filed and scanned 500 policy documents a month.
- Entered client updates into the agency database with Microsoft Office tools.
- Scheduled 40 client appointments a week by phone and email.

EDUCATION

High School Diploma 06/2022
Rufus King International High School Milwaukee, WI