

# DANIEL BERRIOS

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## Summary

Dedicated customer service representative with extensive industry experience and a proven ability to foster strong client relationships. Recognized for exceptional problem-solving skills and a results-oriented approach, leading to improved customer satisfaction levels. Expertise in identifying customer needs and implementing effective solutions has consistently contributed to operational efficiency and company success. Committed to driving business growth through high-quality service and successful partnerships.

## Skills

- Exceptional Customer Support
- Effective Communication Skills
- Relationship selling
- Confident Professional Presence
- Motivated Initiator
- Strong Interpersonal Skills
- Critical Thinking Skills
- Quote Preparation Expertise
- Technical support
- Territory management
- Cold calling
- Persuasive Communication
- Sales forecasting
- Microsoft Programs
- Salesforce
- Microsoft Dynamics

## Experience

- 11/2023 - Current  
NPR of America  
Buena Park, CA  
**Domestic Sales Specialist**
  - Oversaw domestic accounts across automotive high performance, production engine rebuilders (PER), and engine parts distributor market segments.
  - Observed and influenced customer satisfaction regularly, promptly addressing issues to strengthen customer relationships.
  - Prepare necessary inputs for customer engagements, including product details, pricing information, commercial terms and conditions.
  - Identified growth opportunities through detailed analysis of sales metrics.
  - Recognized expert in NPR products.
  - Create accurate sales forecasting reports every month and year.
  - Craft detailed presentations, professional proposals, and comprehensive reports.
  - Formulated sales techniques focused on improving client contentment and increasing revenue.
  - Partnered closely with fellow sales team members and the support staff.
- 10/2022 - 10/2023  
Hastings  
Manufacturing  
Company  
Hastings, MI  
**Sales Manager- US & Canada**
  - Managed domestic accounts within automotive wholesalers, high performance suppliers, and production engine rebuilders.
  - Identified opportunities for growth by assessing customer data trends and preferences.
  - Ensured high levels of customer satisfaction through efficient inquiry handling.
  - Participated in formulating plans to boost recognition of the brand in key market segments.
  - Aligned with various departments on order statuses and delivery timelines.

- Examined customer needs and market shifts to pinpoint new opportunities for growth.
- Built relationships with industry professionals, facilitating targeted prospect searches.
- Established trustworthy relationships with clients by delivering superior service.
- Developed and implemented sales strategies that resulted in increased revenue.

05/2019 - 10/2022  
WORLD PAC Inc.  
Dayton, NJ

#### **Account Manager**

- Secured additional business by offering value-added services to clients.
- Maintained account longevity through individualized service for a client base of 150.
- Oversaw and updated accounts weekly.
- Conducted satisfaction assessments for accounts, resulting in revenue growth.
- Handled daily inbound calls, entering orders, faxes, and backorders accurately.
- Supported sales management initiatives to optimize business development.
- Kept thorough understanding of competitors' missions, offerings, and presence in assigned territory.
- Responded to customer inquiries through various communication channels.
- Strengthened customer bonds by delivering customized guidance.
- Supported customers with product selection, ordering, billing-related inquiries, returns and exchanges.
- Executed quick and effective solutions to address customer issues.
- Monitored order status from initiation to completion to guarantee prompt delivery of products.
- Handled challenging customers with utmost professionalism.

09/2018 - 05/2019  
King Engine Bearings  
Inc.  
Livingston, NJ

#### **Technical Support Representative**

- Developed and maintained technical expertise in Automotive Knowledge.
- Responded to customer service emails in a timely and effective manner.
- Gave knowledgeable and smooth sales presentations.
- Support customers with online billing and account issues.
- Developed and maintained positive customer relationships.
- Processed merchandise returns and exchanges.
- Organized weekly sales reports using Microsoft Excel for the sales department to track product success.
- Generated leads for new sales through telephone and email contact with customers.
- Proficiency in using Microsoft Outlook on daily basis for communication with colleagues and customers.

01/2018 - 09/2018  
Advance Auto Parts  
Parsippany, NJ

#### **Shift Manager**

- Oversaw schedules, accepted time off requests and found coverage when shifts were short.
- Enhanced operations and boosted efficiency through employee training and coaching, as well as the creation of day-to-day work schedules and assignments.
- Built customer confidence by actively listening to their concerns and giving appropriate feedback.
- Developed empathetic client relationships and earned reputation for exceeding sales goals.

## **Education and Training**

2018  
NJ

**Bachelor of Arts** in Criminal Justice, Public Administration  
Kean University

## **Certifications**

- **Certified Import Parts Specialist by Auto Care Association**

- **Excel for Sales Professionals**

## **Accomplishments**

Currently a Veteran in the New Jersey Army National Guard. Served in the Army National Guard for 8 years

## **Professional References**

### **Geof Perrot, Product Manager**

Dana Incorporated

(231)-250-3774

### **Shane Turner, Eastern Regional Sales Manager**

King Engine Bearings

(317)-607-8353

### **AJ Orchowski, Eastern Regional Sales Manager**

SBI North America

(973)-487-7777

## **Websites, Portfolios, Profiles**

- [www.linkedin.com/in/daniel-berrios-67b04a178](http://www.linkedin.com/in/daniel-berrios-67b04a178)