

DANIEL BERRIOS

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SUMMARY

Personable and dedicated customer service representative with extensive experience in industry. Solid team player with upbeat, positive attitude and proven skill in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Articulate, enthusiastic and results-oriented with demonstrated passion for building relationships, cultivating partnerships and growing businesses.

SKILLS

- Team leadership
- Active listening skills
- Natural leader
- Strong client relations
- Positive and friendly
- Goal-oriented
- Customer-oriented
- Excellent work ethic
- Excellent problem-solving abilities
- Computer proficient
- Proficiency in Microsoft Office Programs
- Proficiency in Microsoft Outlook
- Sales
- Proficiency in Salesforce Software
- Automotive Aftermarket Knowledge
- Strategic Planning
- Business development
- Data analytics
- Exceptional customer service
- Customer Service Management

EXPERIENCE

11/2023 - Current

Domestic Sales Specialist

NPR of America - Buena Park, CA

- Manage domestic accounts in High Performance, Production Engine Rebuilder (PER), and Engine Parts Distributor market segments
- Monitor and impact customer satisfaction on an ongoing basis, anticipating and addressing customer issues, resolving issues in a timely manner, and using these opportunities to build and maintain a strong relationship with customers.
- Prepare all appropriate inputs for customers, including product, price, commercial terms, conditions, and implement agreed-upon outcomes. Support customer negotiations in connection with Sales Management.
- Analyze sales data by market, by customer, and by product to determine performance at each level. Also identify opportunities for growth.
- Serve as the expert for all NPR products.
- Prepare monthly and annual sales forecasts.
- Prepare presentations, proposals, and a variety of reports.
- Developed effective sales strategies to enhance customer satisfaction and boost sales.
- Work closely with fellow sales associates and the customer service team.

10/2022 - 10/2023

Sales Manager- US & Canada

Hastings Manufacturing Company - Hastings, MI

- Established new accounts and serviced existing accounts maintaining professional relationships.
- Developed and implemented new sales strategies to update product lines.
- Boosted revenue and facilitated sales activity while developing consistent employee measurements for exceeding goals.
- Delivered sales presentations focused on offerings and unique advantages over competitors.
- Tracked and analyzed key quantitative metrics and business trends relating to clients and partners.
- Prepared sales production reports for senior management.
- Analyzed business and sales targets using critical problem-solving skills.
- Executed and created strategic sales plans to expand customer base and extend global reach.
- Provided exceptional customer service to ensure customer satisfaction.
- Resolved customer complaints promptly and efficiently.
- Resolved complex problems by working with other departments to provide solutions that meet customer needs.
- Tracked orders from start to finish to ensure timely delivery of goods or services.
- Maintained a high level of professionalism when dealing with difficult customers.

05/2019 - 10/2022

Account Manager

WORLD PAC Inc. - Dayton , NJ

- Increased revenue by obtaining and securing new accounts, while providing value-added services to existing clients.
- Developed relationships with 150 clients and provided individualized customer service to maintain longevity of accounts.
- Managed and maintained accounts and weekly sales records.
- Reached out to accounts measuring satisfaction and increased revenue.
- Took daily inbound calls and key-entered orders, faxes, backorders and credit memos for assigned accounts.
- Supported sales management initiatives to optimize business development.
- Maintained strong understanding of competitors mission, offerings and presence in assigned territory.
- Answered customer inquiries via phone, email, and chat.
- Developed strong relationships with customers by providing personalized assistance and support.
- Assisted customers with product selection, ordering, billing, returns, exchanges and technical support.
- Resolved customer complaints promptly and efficiently.
- Tracked orders from start to finish to ensure timely delivery of goods or services.
- Maintained a high level of professionalism when dealing with difficult customers.

09/2018 - 05/2019

Technical Support Representative

King Engine Bearings Inc. - Livingston, NJ

- 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

Shift Manager

Advance Auto Parts - Parsippany, NJ

- 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

Bachelor of Arts: Criminal Justice, Public Administration
Kean University - NJ

CERTIFICATIONS

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

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