



Justin Heacock

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Career Focus

Dedicated sales consultant who is detail-oriented, a self-starter and congenial salesperson. Background in sales and customer service. Talented sales professional who effectively multi-tasks and balances customer needs with company demands. Efficiently builds loyalty and long-term relationships with customers, while consistently reaching sales targets. Sales consultant who consistently achieves customer retention goals through relationship building and advanced product knowledge.

Skills

- Excellent communication skills
- Goal-oriented
- Sharp problem solver
- Customer service expert
- Self-sufficient
- Detail-oriented
- Quick learner
- Social media marketing

Experience

Sales Consultant, Carmax: Burbank, CA — 2014-Present

- Answer customers' questions regarding products, prices and availability and emphasized product features based on analysis of customers' needs.
- Collaborate with colleagues to exchange selling strategies and marketing information.
- Share product knowledge with customers while making personal recommendations.
- Comply with federal, state and company policies, procedures and regulations.
- Navigate and utilize various provided computer programs as selling tools.

Front Desk Manager, Fitness Compound: Canyon Country, CA — 2011-2014

- Worked closely with company executives to identify new business opportunities and routinely participated in the sales process.
- Responsible for making sure all shifts are scheduled and requests for time off are taken care of.

- Reconciled delinquent accounts with clients regularly.
- Created and executed marketing/PR campaigns, including new product introductions and existing product development.
- Communicated with customers, employees and other individuals to answer questions and explain information.

Education

ITT Tech , Sylmar, CA - February 2015-Present

Computer Science and Software Engineering

College of the Canyons, Santa Clarita, CA - 2011- 2013

Computer Science and Software Engineering

References

Available upon request