

Ivar Strong

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(816) 260-8248
Kansas City, MO

Experience

Relationship Advisor

Mazuma Credit Union • Overland Park, KS
06/2024 - Present

Advise current bank members on how to manage their accounts with the bank Review bank policies and financial trends to provide clients with the most beneficial financial advice Listen to a client's issues they have encountered with the bank or their accounts, and offer positive solutions Perform administrative duties such as answering phone calls, making copies or organizing files Communicate with bank officials to discuss new policies and voice customer concerns to upper-management

Sales Representative

T-Mobile • Overland Park, KS
04/2020 - 06/2024

Current Be knowledgeable about the product Emphasize the features of products to highlight how they solve customer problems Negotiate prices and terms and prepare sales agreements Build rapport using the interaction model and asking questions to understand customer requirements and close sales Provide a total sales solution for prospect customers through chat and outbound functionalities Educate and inform team weekly on current promotions and pricing offers Support lower performing team members with virtual shadowing and coaching Continually gain and retain new skills with new processes, knowledge of systems, new products, and reference resources Conduct pre-shift meetings in effort to drive sales and align focus points and key performance indicators

Assistant Manager

Family Dollar • Kansas City, MO
05/2014 - 04/2020

Assist the Retail Store Manager in planning and implementing strategies to attract customers Coordinate daily customer service operations (e.g Sales processes, orders and payments) Monitor and maintain store inventory Supervise and motivate staff to perform their best Coach and support new and existing Sales Associates Handle complaints from customers Conduct regular audits to ensure the store is functionable and presentable Make sure all employees adhere to company's policies and guidelines Act as our store's representative and set an example for our staff

Sales Rep

Metro PCS/Celltronix KC • Kansas City, MO
04/2013 - 05/2014

Greet and assist customers as they shop for new products Suggest applicable and relevant upsells to help customers walk out the door with everything they need Meet weekly, monthly and quarterly sales quotas Learn how products work and how to troubleshoot issues with customers Prepare and submit weekly sales reports to management Assist other team members with transactions when necessary

Skills

Effective Oral and Written, communication, Staff Management, Staff Management, Sales growth, Training, Staff supervision, Problem Solving, Time Management, MS Word, MS Excel, MS, Powerpoint, Up-selling and Cross-Selling, communication style focused on maximizing engagement and, coworkers to promote engaged, empowering work culture.

Education

High School

diploma

Blue Springs High School • Blue Springs

05/2009

3.0