

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

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 functional 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, 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

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Blue Springs High School • Blue Springs

05/2009

3.0