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PROFILE: An experienced professional sales engineer in the technical electronics sales field for more than 25 years. The ability to adapt, learn and recognized for professionalism in sales and technical support. Excellent communication skills, Able to communicate with senior management, associates, vendors and customers A unique ability to understand the needs of the client to increase sales. Adept at organizing, developing, and implementing a business plan to increase sales and revenues for the company.



- A credited member of the **Arizona Better Business Bureau**

Experience Professional Qualifications

Experience: Designed, Engineered, Manufactured a Selling Strategy **Results:** Increased Sales revenue for a multimillion dollar company. Better client retention. Increased client product participation with new products, Able to take a company from \$0.00 to \$400,000 thousand in Technical Sales in the 1st year

Professional: Organized, Analytical, Excellent Communication Skills, Problem Solver, Strong Negotiation Skills, Time Management Oriented, Results Driven, Self Motivated, Team Player, Born Leader, Research Analyst, Inventory Control Management, Mentoring Others, Strong Technical Training Skills, Strong Client Sales Management Relationships Building Skills

Results: More organized, well trained professionals sales force that are able to adapt & motivate, Able to research, educate the client, learn their product's needs. Increased customer satisfaction, repeat business, increase company profits

Qualifications:

- **33+ Years** in Computer Hardware & Software / Sales / Repair / Network Support Experience
- **25+ Years** in Professional Sales Experience as a Director or VP of High Tech Electronics Sales
- **25+ Years** in, Developing & Training Sales Professionals in Computer Hardware & Software
- **10+ Years** in High-Rise Building and Operational Repair Services Experience
- **4+ Years** in Chat / Inbound / Outbound Call Center as Account Manager
- **11+ Years** as a Licensed Experience Travel Agent
- **25+ Years** in Customer Service Experience
- **5+ Year** as an HR Consultant

SELECTED ACHIEVEMENTS

Mechanical Inclined: Installed, Repaired, Maintained, Streamlined, Managed, Trained C-Level Executives on computer hardware & software that can help in prove the business plain & the client's needs, **Results:** More efficient & Better run, Better manager, More profits for the company.

Established: An employee call center incentive program, Implemented a program to rotate employee's day's off during lower call volumes. Streamlined the program to prevent longer hours which are causing overtime and produced higher employee turnover **Results:** Increased employee productivity & reduced employee turnover & reduced overtime expenses. A better run, better managed, more efficient run call center.

Managed: The installation of a computer network into a large Property Management Company Collaborated with company to discover, analyze their needs, Negotiated with software & hardware vendors to establish contract agreements **Results:** Improved high-rise computer building operating systems, Established a computerized preventative maintenance program for all HVACR systems

