BOB BOLES

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SALES • CUSTOMER SERVICE • CONSULTING • TRAINING • MANAGEMENT

High-energy multitasker with thirty years of sales, customer service, consulting and management experience in the Telecommunications Industry and other diverse business environments. Outgoing "people person" with a positive attitude and exceptional interpersonal skills. Dependable and respected team member recognized for collaborative approach, problem solving, follow through, and attention to detail. Proven asset in assessing needs and implementation of creative and cost effective solutions. A passion for superior customer service and complete customer satisfaction.

Skills and competencies include, but are not limited to:

- Advanced user – Microsoft Office Suite
- Excellent written and verbal communications
- Research/Tracking
- Process improvement
- "Natural" with modern day technological tools/resources
- In-depth Internet knowledge/expertise
- Pre/Post Sales Support
- Team Leader/Trainer
- Problem resolution

PROFESSIONAL EXPERIENCE

2008 – 2009 | CCH Small Firm Services | Rome, Georgia
Software Sales Consultant
Worked with current SFS clients and sold auxiliary software products and/or services to help advance their business utilizing acquired knowledge of Accounting and other CCH/SFS products and competitive offerings. Discussed and demonstrated products and utilized SPIN approach to determine needs and close the sale.

2007 – 2008 | Fuddruckers | Rome, Georgia
Assistant Manager
Managed the daily operation of the restaurant. Performed opening and closing duties. Oversaw staff of 15 employees. Greeted customers, assisted staff in all departments, both front and back of house. Tracked sales and labor, opened & close registers, counted drawers and safe, tracked inventory, etc.

2005 – 2007 | BellSouth Telecommunications | Rome, Georgia
Small Business Sales Associate
Provided sales consultation and customer service to small business customers in an inbound call center. Consulted with customers to recommend and sell a variety of telecommunications products and services to meet customer's needs. Utilized appropriate sales techniques to encourage a good customer relationship and enhance the buying experience. Worked in a highly controlled environment where strict schedules were followed. Interacted with Microsoft Windows based on-line systems while consulting with customers.

2001 – 2004 | Boles Technology Solutions | Cartersville, Georgia
Owner
Sales & Service of Custom-Built Personal Computers for the Home or Business; Networking Solutions in a Client/Server or Peer-to-Peer environment; Web Hosting & Web Design; Consultation; Training; and Sub-Contracting.

1985 – 2001 | MCI / WorldCom | Various Locations
Technician / Consultant / Engineer
Began as Technician in Operations and was quickly appointed as Team Leader in both maintenance and installation departments. Promoted to Technical Service Consultant for Sales within 3 years. Was responsible for many leading-edge technology deployments for a variety of Global and National Account customers including video conferencing and ISDN. Was later promoted to Project Management Engineer, responsible for complex worldwide implementation projects. Served as mentor and trainer for junior technicians/consultants/engineers.

1983 – 1985 | ITT/US Transmission Systems | Dallas, Texas
Senior Technician
Solely responsible for all installation and maintenance activities associated with long haul transmission for both private line and switched services. Served as mentor and trainer for junior technicians.

1976 – 1983 | United States Air Force | Various Locations
Telecommunication Systems Control Specialist
Performed fault isolation on a variety of telecommunications systems in both fixed facility as well as mobile environments. Held a Top Secret security clearance. Honorably discharged after seven years of active duty service.