

# Rob Verby

## **Engaging, proven, adaptable**

St. Louis, MO 63108

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+1 754 262 4968

Driven customer service specialist with 16 years experience.

Authorized to work in the US for any employer

## Work Experience

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### **Sales Agent**

My Trusted Quotes - Remote

September 2022 to Present

Skilled at qualifying and building rapport with potential customers.

Consistently meeting weekly KPI goals.

Unique ability to match different personalities on the phone.

### **Television and Radio sportscaster**

Ramar Communications - Lubbock, TX

June 2011 to January 2022

Dogmatic at enterprising local stories on athletes and coaches.

Earned an AP award headlining the first year of our Prep football show.

Lead team of up-to 10 people.

### **Sales Associate**

AT&T - St. Louis, MO

March 2008 to May 2011

Highly proficient locating new business while designing its ads for Yellow Pages.

Consistently lead our team in signing new daily business.

### **Customer Service Representative**

Macy's - St. Louis, MO

January 2004 to February 2008

Highly effective resolving customer issues.

Adept at diffusing hostile situations while collecting money on past due accounts.

### **Assistant Manager**

St Louis Workout - St. Louis, MO

June 2000 to February 2004

Responsible for opening the Club, keeping it clean and running the juice bar.

Consistently meeting monthly goal for Membership Sales.

Successful at setting appointments for personal training sessions.

## **Sports Director**

KMIZ - Columbia, MO

March 1997 to March 2000

Developed and taught creative way of telling the important stories.  
Played a key role producing entertaining game-day content of Missouri football.

## **Weekend Sports Anchor/Reporter**

KRCG - Jefferson City, MO

March 1995 to March 1997

Produced, wrote and anchored Sunday Night Sports Show.  
Told compelling stories to keep viewers tuned-in.

## **Sports Reporter**

KMIZ - Rockford, IL

December 1993 to March 1995

Put together weekly profile features on local athletes.  
Shot daily sporting events from High School to the Pros.  
Responsible for our weekly High School Team of The Week.

## Education

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### **Bachelor Degree in Mass Communications**

Bradley University - Peoria, IL

August 1989 to December 1993

## Skills

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- Outbound Sales
- Inside Sales
- Cold Calling (6 years)
- Upselling
- Sales (10+ years)
- Insurance Sales (Less than 1 year)
- Negotiation
- Salesforce
- Customer support
- Communication skills (10+ years)
- Time management
- CRM Software (10+ years)
- Outside Sales
- Direct Sales
- Social media marketing (4 years)
- Customer service

- Call center
- Customer Relationship Management
- Sales
- Medical terminology
- Presentation Skills
- Telemarketing
- Research
- B2B Sales

## Awards

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### **AP award**

February 2020

Received award for weekly High School football show.  
Voted First place in West Texas