

Mordecai M. Eskononts

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SUMMARY

22-year career as a Sales Consultant for a leading, nationwide mattress and bedding retailer. Searching for a sales role in which I can use my experience to aid customers in fulfilling their needs and improving their overall satisfaction. Major competency areas:

· Excellent customer service	· Thorough follow up and documentation
· Expertise in industry product innovation	· Exemplary communication skills
· Professionalism with customers and colleagues	· Strategic, conceptual thinking

PROFESSIONAL EXPERIENCE

1-800-MATTRESS/SLEEPY's, Queens, N.Y., Long Island, N.Y. 1991-2013

Mattress and Sleep Consultant

- Advised, informed and guided clients on an extensive array of sleep systems to recommend the best quality selections for their unique sleep habits and needs
- Consulted on hundreds of product choices to 300,000 clients and sold over \$10 million in sleep systems
- Consistently rated in the top 20% for total sales and fewest returns by problem solving, superior customer relationship skills and project follow through
- Expertly capable and experienced in relating to customers in all 50 United States and internationally
- Developed a strategy to relate to the customer as an individual and follow with a distinct inquiry process
- Fulfilled comprehensive computer input and follow up of orders to ensure positive customer experiences, increased satisfaction and lowest customer returns
- Introduced ideas for systematic improvement that were implemented company-wide

Forbes Magazine, New York, N.Y.

1988-1991

Assistant to the Director of Advertising Sales

- Developed media solutions to assist sales staff in presentations to national companies
- Interacted with corporate directors on a daily basis to support completions of sales goals
- Assisted VP on monthly restaurant review by editing and recommending new venues

EDUCATION

Brooklyn College, City University of New York, Brooklyn, New York

- Studied media, psychology, accounting

American Academy of Dramatic Arts, New York, New York

- Studied improvisation and Stanislavsky technique

SKILLS

Computer: Microsoft Office Suite

Interests: Comedy/improvisation, cooking and dining, traveling, current events