

Ezai Ramirez

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I am an experienced sales professional across different industries who is proficient in building long-lasting relationships and exceeding goals. Adept at leveraging data and analytics to inform sales strategies and improve performance. Seeking to leverage my expertise and passion for sales to contribute to a dynamic and growth-oriented organization.

SKILLS

- Active Listening
- MEDDIC
- Relationship Building
- Bilingual (English and Spanish)
- Negotiation
- Salesforce
- Cold Calling
- Problem Solving
- Team Collaboration

EDUCATION

Bachelor of Business Administration - BBA in Business and Personal/Financial Services Marketing Operations

California State University, Fullerton • 08/2022 - 06/2024

WORK EXPERIENCE

Apple • Irvine, California, United States • 11/2023 - Present

Sales Specialist

- Surpassed AppleCare Attainment Quota: Achieved 80% AppleCare attainment, exceeding the 60% target, resulting in increased customer satisfaction and loyalty.
- Generated an average of 4 business introductions per week, surpassing the target by 400%, resulting in increased networking opportunities and an expanded client base.
- Achieved 25 consecutive Net Promoter Score Comments in a quarter demonstrating a track record of exceptional customer satisfaction and loyalty.
- Continuously expand my knowledge of products and software to enhance customer interactions and foster lifelong relationships with Apple

Irvine BMW • Irvine, California, United States • 01/2022 - 11/2023

Client Advisor

- Consistently exceeded monthly quota, selling an average of 15 cars per month, achieving 187.5% of target.
- Successfully sold over 300 vehicles during tenure, contributing significantly to the dealership's revenue.
- Ranked in the top 5 sales representatives for customer satisfaction and repeat business.
- Implemented customer-centric sales techniques, resulting in a 20% increase in referrals and repeat customers.
- Recognized as "Salesperson of the Month" for outstanding performance on 4 occasions.

lululemon • Mission Viejo, California, United States • 11/2021 - 11/2023

Educator/Mentor

- Provided detailed product knowledge to guests, ensuring they are informed about the latest offerings and features.
- Delivered exceptional customer service, creating a welcoming and engaging store environment for all guests.
- Assisted with receiving and organizing shipments to maintain accurate inventory levels.
- Facilitated efficient guest check-out processes at the register, contributing to a smooth and enjoyable shopping experience.