Quintin Proctor

SALES SPECIALIST

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PROFESSIONAL SUMMARY

Results-driven customer operations and account management professional with proven expertise in customer acquisition, client retention, and consultative problem resolution. Demonstrated track record managing client accounts, coordinating direct outreach campaigns, streamlining operational workflows, and delivering high-volume sales. Adept at high-stakes communication, inbound/outbound customer support, CRM systems, and technical troubleshooting.

EXPERIENCE

Lead Client Acquisition Executive | TFLI – Austin, TX — Sep 2026 – Present

- Manage high-volume inbound and outbound customer inquiries, providing consultative support and rapid conflict resolution.
- Drive client satisfaction, account retention, and service compliance across complex corporate customer portfolios.
- Utilize multichannel communications and CRM tools to track customer interactions, log detailed case data, and ensure first-call resolution.
- Provide quick IT support to teammates, resolving everyday technical issues to keep the floor running.
- Maintain team engagement and floor energy, supporting a positive, high-performing sales environment.
- Assist colleagues with active sales and day-to-day duties, stepping in wherever the team needs support.
- Update both floor-facing and management-facing data to keep performance reporting accurate and current.

Assistant Accounts Manager Intern | AT&T Corporate – Austin, TX — May 2026 – Jul 2026

- Managed key corporate customer accounts, ensuring high customer satisfaction, retention, and seamless account onboarding.
- Coordinated direct sales campaigns across target regional territories, contributing to consistent monthly target achievement.
- Mentored and supported field sales representatives on product positioning, lead qualification, and consultative closing techniques.
- Tracked pipeline activity and enrollment metrics to report actionable performance updates to sales leadership.

Director of Retail Operations & Commercial Sales | Scentborne – Austin, TX — Jun 2022 – Nov 2026

- Generated $650K+ in verifiable gross sales across retail kiosk locations and direct consumer pop-ups through consultative selling and territory expansion.
- Directed all end-to-end business operations, including staff scheduling, payroll administration, vendor sourcing, and inventory logistics.
- Developed dynamic pricing models, product cataloging, and promotional social media campaigns to maximize retail margins.
- Successfully managed client relationships, revenue pipelines, and operational asset transfers leading to a structured business acquisition.

CORE SKILLS

Client Relations & Sales: Customer Support, Account Management, Call Centre Operations, Consultative Selling, Customer Retention, Lead Qualification

Operations & Leadership: Territory Outreach, Inventory Management, Vendor Relations, Team Onboarding & Coaching, Workflow Optimization

Technical & Digital: CRM Systems, Ticketing Platforms, Hardware Diagnostics, Troubleshooting, Web & E-Commerce

Languages: English (Fluent), Dutch (Conversational / Working Proficiency)

EDUCATION & CERTIFICATIONS

Education: Ellwood High School – High School Diploma

Certifications & Licenses: ANSI Certified Food Handler • TABC Certified Seller-Server • Valid Texas Driver's License (Clean Driving Record) • Dutch C1 CEFR Certification