

LAKHINDER J.S. VOHRA, M.S.J.

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SALES PROFESSIONAL

Highly effective Sales Professional with extensive multi-industry experience and an exceptional record of success in advanced inside sales, face-to-face sales, and consultative skills. Recognized for proven sales methods and best practices across product lines and industries.

Direct Sales & Inside Sales:

- Making a minimum of 100+ phone calls per day to past clients, prospects and maintaining a daily log.
- Winning two New Customer Relationships (NCRs) on a daily basis.
- Selling High-speed Internet, Cable and Phone Services face-to-face to customers.
- Developing Sales Strategies in daily blitzes with sales teams to increase door knocks and sales conversions.
- Developing Sales Strategies for “Intelligent Home” a premier home management and security system.

Consultative Sales (In-House):

- Mastering the “Steps to the Sale” in closing vacation ownership (timeshare) sales.
- Dressing and presenting a professional and appealing persona to clients daily.
- Overcoming objections and using a consistent pitch on each Tour to close deals.
- Conducting Property Tours of the Resort and do trial closes while on property.
- Asking for the business with handshakes throughout the 2 hour presentation.
- Conducting a detailed Discovery process to learn more about the client needs.
- Creating excitement and need for timeshare packages.
- Conducting a minimum of three follow-ups with the client post-sale during the 7 Day Retention.

PROFESSIONAL EXPERIENCE

AT&T, Jacksonville, Florida

2020-Present

In-Home Expert

- Introduce residential customers to various cell phone plans in conjunction with our service installers.
- Using a wide range of knowledge, responsible for selling state of the art cell phone products and elevating the customer experience.
- Offering a white glove service by transferring phone numbers, apps and data from customers’ existing phones to new phones.
- Bringing new inventory from hub to customer home; setting up and installing the new phones.
- Handling post-sale customer service issues with new customers, especially billing concerns.
- Returning to customer homes within 30 days to do trade-ins and pick up old devices.
- Processing trade ins on company issued device and scanner.
- Handle all paperwork related to contracts for new cell phones.
- Handling refunds, returns.
- Driving a company car to at least 10 customer homes a day on pre-existing appointments.
- Working 6 days a week, including weekends.

NBC UNIVERSAL COMCAST, Manassas, Virginia

2019 - 2020

Xfinity Sales Professional (XSP)**Xfinity Product Associate (XSA)**

- Promoted from Xfinity Sales Associate to Xfinity Sales Professional (XSP) within two months after meeting a consistent goal: selling twelve Triple Play sales each fiscal cycle for two consecutive months.
- Top Sales Representative from day one on the “TMT Money Team”.
- Graduated from Comcast University’s Direct Sales Certification Program with Top Honors.
- Surpassed the “Mendoza Line” on a Daily basis in the field with a minimum of 50 door knocks, 10 contacts and 2 new customer relationships (NCR) on a daily basis.
- Recognized for Best Practices by Northeast Division Senior Director of Sales.
- Achieved #1 in sales commissions "TMT Money Team" from day one.
- Surpassed Sales Goals with 150% Triples-only selling (Cable, Internet & Voice) both daily and monthly.
- Leader on-turf sales with more than 70% of sales emanating from assigned turf only.
- Specialist in win-back turf and non-turn sales in Single Family Homes and Apartments.
- Top Video Add-on Sales Rep
- #1 Cash Prize Winner in payouts for “March Madness” incentive selling in Beltway-Region Sales.
- Recognized by Beltway Region as “Triple Play Superstar” in Fiscal Quarters 1 & 2 of 2020.
- Positioned to Compete and Enter the 2021 ELITE Program for Northeast Division Direct Sales.
- Leadership Role in “Comcast Cares” National Charity Day by leading Prince William County campaign on behalf of the company in partnership with Joe Gibbs Youth for Tomorrow campaign.
- Positioned for growth and promotion within the company toward Supervisory roles in direct sales.
- Recognized for Sales Training of new hires, motivating peers and colleagues toward daily positivity.
- Industry Specialist in direct sales pitches & scripts, case studies, on-turf learning, articles, presentations.

Direct Sales Representative , COX COMMUNICATIONS, San Diego / Las Vegas	2017 - 2018
Sales Representative , WYNDHAM VACATION OWNERSHIP, New York City, New York	2015 - 2016
Direct Sales Representative , TIME WARNER CABLE, Astoria, Queens, New York	2012 - 2014
President / Director of Sales , PARTYDIGEST.COM, Washington, D.C.	1997 - 2011
Managing Editor , ASSOCIATION TRENDS NEWSWEEKLY, Bethesda, Maryland	1991 - 1996

EDUCATION

M.S.J., Medill School of Journalism, NORTHWESTERN UNIVERSITY, Chicago, Illinois	1990
M.A., Hansraj College, UNIVERSITY OF DELHI, New Delhi, India	1989
B.A., Hansraj College, UNIVERSITY OF DELHI, New Delhi, India	1987

HONORS & AWARDS

Rotary Foundation Scholar, Rotary Foundation, Chicago, IL (1990)

Top Sales Representative, Intelligent Home - Time Warner Cable, Astoria, NY (2015)

Author & Speaker, “Turn Your Life Around in 30 Days”, USA, India (2018)

Nomination, Tallberg/Eliasson Global Leadership Prize, Sweden (2019)