



Ava Davis

BDC Representative

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PROFESSIONAL SUMMARY

Detail-oriented BDC Representative with expertise in handling high-volume inbound and outbound calls. Successfully boosted sales conversions by 20% through strategic lead qualification and relationship building.

WORK EXPERIENCE

Jr. BDC Representative

Blue Sky Innovations

Jan / 2022-Ongoing

Chicago, IL

- Directed customers to product information resources, enhancing their understanding of offerings.
- Coordinated online promotions with dealership sales initiatives to maximize visibility.
- Maintained a comprehensive customer database to facilitate repeat business and follow-ups.
- Set and achieved personal income goals aligned with dealership productivity standards.
- Identified growth opportunities in products and services, referring leads to appropriate sales teams.
- Managed inbound and outbound calls, achieving a 95% customer satisfaction rating over six months.
- Increased lead conversion rates by 30% through effective follow-up strategies and personalized communication.

BDC Representative

Silver Lake Enterprises

Jan / 2020-Jan / 2022

Seattle, WA

- Managed inbound and outbound calls regarding vehicle inquiries and service requests.
- Scheduled appointments for vehicle services and sales consultations effectively.
- Provided detailed information on vehicles to potential customers via phone and internet.
- Responded promptly to all internet and phone leads, addressing customer inquiries.
- Conducted call center operations, setting appointments based on customer needs.
- Participated in promotional events, engaging with customers and providing product information.

EDUCATION

Bachelor of Business Administration

University of Wisconsin

Jan / 2018-Jan / 2020

Denver, CO

Focused on business management and customer relations, equipping students with essential skills for the business environment.

SKILLS

CRM Software



Time Management



Customer Engagement



Appointment Scheduling



Lead Generation



INTERESTS

Gaming

Fashion

Film

Technology

STRENGTHS

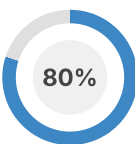
Fairness

Flexibility

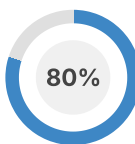
Forward-thinking

Gratitude

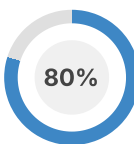
LANGUAGES



English



Swahili



Mandarin

ACHIEVEMENTS

- Increased appointment setting efficiency by 30% through streamlined processes.
- Achieved a 20% boost in customer satisfaction ratings via personalized follow-ups.