ROBERT SMITH

Call Center Sales Representative

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Call Center Sales Representative with 6 plus years of experience in the Telecommunications domain. Committed to addressing concerns with speed and accuracy. Motivated worker with excellent costumer relations and decision making skills. Strong work ethic with a professional demeanour. Skilled with the ability to multi-task and prioritize.

EXPERIENCE

Call Center Sales Representative

Verizon - MARCH 2015 – PRESENT

- Obtaining all information necessary to address the customers needs courteously and accurately.
- Making customized service recommendations and explain how company services will benefit the customer.
- Quoting and computing the rates accurately.
- Addressing the customer concerns and objections thoroughly and politely and obtain a customer commitment.
- Using the judgment in negotiating customer affecting issues (due date, credit requirements, credit issuance, etc.).
- Ensuring orders and adjustments are accurate and complete and follow-up promptly on any commitments made during the contact.
- Accountable for meeting established productivity standards, such as customer satisfaction, revenue generation (sales), call handling time, order quality, and billing accuracy.

Sales Associate

ABC Corp - SEPTEMBER 2012 – MARCH 2015

- Handled 80-100 incoming calls per day and talk with potential customers across multiple states and time zones.
- Efficiently guided the conversations and apply sales techniques to convert calls into reservations.
- Provided excellent customer service to customers.
- Maintained a courteous and pleasant demeanour while speaking with external and internal customers.
- Strived to exceed sales targets, took appropriate steps to meet monthly personal and department sales goals (based on bookings, revenue, etc.)
- Provided timely and accurate information reflecting a customer-oriented image for the company.
- Handled multiple tasks (i.e., talking with customers while accessing information on a computer)

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EDUCATION

- Bachelor's in Business Management - 2011 (Old Dominion University Norfolk - Norfolk, VA)

SKILLS

Knowledgeable Of Microsoft Office Suite And ERP Systems.