



SOPHIA BROWN

Call Center Sales Representative

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PROFESSIONAL SUMMARY

Dynamic Call Center Sales Representative with over 10 years of experience in driving sales and enhancing customer satisfaction. Proven track record in achieving sales targets and fostering strong client relationships.

WORK EXPERIENCE

Call Center Sales Representative III
WidgetWorks Inc. Dec / 2017-Ongoing
Denver, CO

- Managed inbound sales calls, guiding customers through order placements and resolving issues efficiently.
- Collaborated with healthcare professionals to secure prescriptions, ensuring customer satisfaction through effective service.
- Assisted management in tracking team performance metrics and organizing sales events to boost morale and productivity.
- Consistently met and exceeded productivity and performance benchmarks.
- Utilized multiple databases to extract and analyze customer information for tailored service.
- Adapted communication style to meet the diverse needs of callers.
- Maintained focus and efficiency in a fast-paced, high-volume environment.

Sales Consultant
Cactus Creek Solutions Dec / 2014-Dec / 2017
Phoenix, AZ

- Engaged with customers to convert inquiries into sales opportunities, maximizing revenue potential.
- Managed a high volume of sales-focused calls, ensuring a positive customer experience.
- Addressed customer inquiries and complaints with professionalism, enhancing brand loyalty.
- Promoted products and services by aligning features with customer needs, driving sales growth.
- Executed upselling strategies to increase average order value.

EDUCATION

Bachelor of Business Administration
University of Phoenix Dec / 2011-Dec / 2014
Toronto, ON
Focused on marketing and sales strategies, enhancing skills in customer relationship management.

SKILLS

Expert in Call Center Operations
Strong Attention to Detail
Effective Communication
Sales Strategy Development
Problem Solving Skills

INTERESTS

Podcasts Language Learning
Dancing Cycling

STRENGTHS

Integrity Intuition Leadership
Listening

LANGUAGES

English 80% Spanish 80% Arabic 80%

ACHIEVEMENTS

- Achieved 120% of sales targets for three consecutive quarters.
- Improved customer satisfaction scores by 30% through effective service.