Customer Service Sales Representative

ROBERT SMITH

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Objective

To obtain a challenging position that allows to utilize current skills to assist in advancing a business that offers a stable employment opportunity. Also eager to learn new skills and business and technological advancements.

Skills

Answering Phones, Analyzing Data, Data Entry, Customer Service, Office Practices, Use Of Office Equipment , Computer.

Work Experience

Customer Service Sales Representative

ABC Corporation - July 2013 – August 2013

- Conducted needs-based selling by using non-scripted probing techniques to determine customer needs and to offer the most appropriate product or service to address their needs.
- Maintained broad knowledge of products, pricing, promotions, procedures, and other important issues through management communications, meetings, client focus groups, and formal training.
- Responsible for achieving specific sales business targets and maximizing sales opportunities on each and every call.
- Placed and/or received customer inquiries that may require deviation from a script or sales flow process.
- Greeted customers in a courteous, friendly, and professional manner using agreed upon procedures.
- Listened attentively to customer needs and concerns; demonstrate empathy while maximizing opportunity to build rapport with the customer.
- Clarified customer requirements; probe for and confirm understanding of requirements or problem.

Customer Service Sales Representative

Delta Corporation - 2009 – 2013

- Answer customer inquiries Provide information on products Provide excellent customer service.
- Assisting customers with video-technical and billing needs.
- Confered with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain .
- Checked to ensure that appropriate changes were made to resolve customers problems.
- Kept records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Provided customer service in person and over the phone.
- This is Dummy Description data, Replace with job description relevant to your current role.

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Education

High School Diploma - (Goal Academy)

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