

# LIAM ANDERSON

BDC Representative

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## PROFESSIONAL SUMMARY

Skilled BDC Representative with a strong emphasis on teamwork and collaboration. Contributed to a 30% growth in dealership sales by coordinating efforts with sales teams and enhancing lead management processes.

## WORK EXPERIENCE

BDC Representative Jan / 2021-Ongoing  
Pineapple Enterprises Santa Monica, CA

- 1. Organized and analyzed weekly sales reports to track product success and identify trends.
- 2. Consistently exceeded daily appointment-setting goals, contributing to increased sales.
- 3. Built strong client relationships, earning a reputation for exceptional service and support.
- 4. Trained and mentored new team members, enhancing overall team performance.
- 5. Managed effective communication and customer support, ensuring timely responses to inquiries.
- 6. Maintained accurate records in CRM systems, ensuring data integrity and accessibility.
- 7. Utilized CRM tools to streamline processes and improve lead management efficiency.

BDC Representative Jan / 2020-Jan / 2021  
Crescent Moon Design Portland, OR

- 1. Conducted outbound calls to set appointments, providing excellent customer service throughout.
- 2. Generated sales appointments with customers contacting the dealership via phone and online.
- 3. Performed follow-ups with customers post-purchase to ensure satisfaction and gather feedback.
- 4. Delivered accurate information in a professional manner, enhancing customer trust.
- 5. Maintained and updated CRM data to ensure quality lead generation and follow-up.

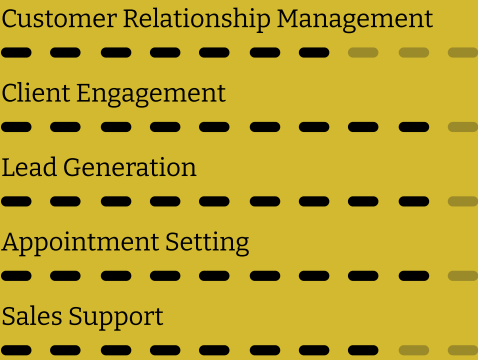
## EDUCATION

Bachelor of Business Administration Jan / 2019-Jan / 2020  
University of Florida Denver, CO

Focused on business management and customer relations, equipping with skills for effective communication and sales strategies.



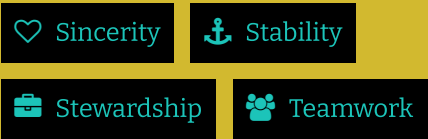
## SKILLS



## INTERESTS

- Home Brewing Wildlife Conservation
- Running Public Speaking

## STRENGTHS



## LANGUAGES



## ACHIEVEMENTS

- Increased lead conversion rates by 30% through targeted follow-up strategies.
- Achieved a 95% customer satisfaction score by providing exceptional service.