

Robert Smith

Inbound Sales Specialist/Consultant

PERSONAL STATEMENT

To find employment where can bring valuable assets and knowledge to the company to ensure growth and success. Educate consumers on the benefit of having an authorized sales dealer perform an in-home assessment.

WORK EXPERIENCE

Inbound Sales Specialist/Consultant

ABC Corporation - 2010 - 2012

Responsibilities:

- Responsible for handling incoming sales and service calls from customers and places outbound calls to customers as scheduled for follow-up.
- Provide customer service with the objective of profiling customers and extending contact to sell new or additional products and/or services.
- Handle situations that require deviation from standard scripts and screens.
- Complete necessary system navigation and call tracking.
- Responsible for developing and maintaining knowledge of a variety of financial products and services.
- Handles all calls with the intent of providing customer satisfaction and retention.
- Compliant and registered with the S.A.F.E.

Inbound Sales Specialist

Delta Corporation - 2012 - 2013

Responsibilities:

- Received Inbound Calls Regarding Private Student Loans.
- Responsible for handling incoming sales and service calls from customers and placed outbound calls to customers in order to meet sales goals.
- Provided customer service with the objective of profiling customers and extending contact to sell new or additional products and/or services.
- Maintained a 95%+ QA rating Met and exceeded sales goals for 3 quarters Maintained a 95%+ customer service rating Responsibilities Opened new .
- Key accomplishments include Provide customer service with the objective of profiling customers and extending contact to sell now or additional .
- Provide top level customer service by following quality adherence guidelines deg Act as a financial advisor for customers and locate optimal solution .
- deg Established a pipeline of closed sales and built lasting relationships with customers.

CONTACT DETAILS

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SKILLS

Sales and Service,
Inventory Control,
Accounting, AS/400,
Forklift Certified,
Logistics, Purchasing.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

Education

Business Management - 2010(University of Phoenix)