

Sr. Inside Sales Coordinator

ROBERT SMITH

Phone: (123) 456 78 99
Email: info@qwikresume.com
Website: www.qwikresume.com
LinkedIn:
[linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)
Address: 1737 Marshville Road,
Alabama.

Objective

Dynamic Senior Inside Sales Coordinator with extensive experience of 11 years collaborating with diverse groups of individuals in high-expectation environments to meet and exceed sales quotas. Highly skilled at cultivating strong relationships throughout the organization and building rapport with clientele. Dedicated to ensuring deadlines are met while exercising sound judgment in analyzing and resolving outstanding issues.

Skills

Administrative Support, Customer Service, Event Planning, Microsoft Office, Training

Work Experience

Sr. Inside Sales Coordinator

Spectrum Microwave, Inc - October 1999 - October 2009

- Utilized the contact management database to effectively qualify prospects for assigned sales representative within assigned the territory.
- Updated contact management database with the results of sales calls conducted by the assigned sales rep.
- Communicated daily with the assigned sales representative to provide qualified prospects and leads, gathered call report information, and provided up-to-date information on products and pricing.
- Ensured timely and accurate entry of customer RFQs and sales orders received directly from customers or sales representatives via phone, fax, email or mail in accordance with customer satisfaction goals.
- Ensured timely and accurate response to customers and sales regarding requests for price quotations for standard and custom products, product and technical specifications information, product availability, the status of RFQ or order.
- Worked closely with engineering in the preparation of RFQs to ensure they are completed in accordance with customer satisfaction goals.
- Advised management of any serious current or potential customer service problems and recommended corrective.

Inside Sales Coordinator

ABC Corp - 1998 - 1999

- Proactively respond to the customers and sales regarding the status of their quotes and sales orders.
- Ensured resolution of customer complaints in accordance with customer satisfaction goals.
- Maintained the contact management database to reflect current customer and sales interactions, activities, and data.
- Trusted and selected to work with and train several new employees to bring them up to speed quickly with operations, company procedures, and electronic resources.
- Worked diligently with all members of the team to resolve customer service issues quickly and efficiently on a daily basis.

- Collaborated with outside sales reps on new quotes in order to land new business and gain wallet share.
- Continually developed new prospects and growth opportunities within smaller accounts to eventually turn over to outside reps for regular sales calls.

Education

Customer Service Seminar - 1998(Graduate Council Rock High School)