

ROBERT SMITH

Inside Sales Team Lead

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SUMMARY

Inside Sales Team Lead Professional offering a record of successful job performance, proven problem solving abilities and experience in developing/implementing innovative solutions. With 5+ years as a call center supervisor and 16+ years of call center customer service experience, I am a leader who has overseen teams of 20 or more employees and is committed to delivering success through effective personnel and workflow management.

SKILLS

Call Center Management, Team Building, Training & Development, Call Center Experience, Sales, Coaching, Curriculum Development.

WORK EXPERIENCE

Inside Sales Team Lead

ABC Corporation - February 2010 – April 2012

- Supported an environment in which employees enjoyed high levels of sales excitement which motivated them to deliver top sales performance and outstanding customer service.
- Included but were not limited to the following Trained, coached and supervised a team of 15-20 inside sales representatives.
- Oversaw the day to day activities of the team, such as monitoring attendance issues, phone performance, adherence to schedules and the queue status Improved my service quality and increased my sales knowledge of the company with online courses provided via the intranet.
- Conducted side by side call monitoring, remote listening to live calls, reviewed and scored recorded calls.
- Listened to calls, effectively communicated results with the associate to clearly define customer service and sales expectations.
- Coached associates to errors on policies, provided feedback and education to help improve overall knowledge of product and services.
- Developed and implemented policies, procedures and process improvement techniques to improve sales and customer service satisfaction.

Inside Sales Team Lead

Delta Corporation - 2005 – 2010

- Promoted from Inside Sales Intern to Inside Sales Team Lead after six months - Successfully interviewed, hired, and managed two separate teams of .
- Collaborate with Regional Sales Reps, Sales Managers, and Operations teams in order to achieve forecasts Act as a trusted advisor and value added .
- Inside Sales Business to Business representative and Team Lead/Office Manager.

- Primary duties to call business leads and convert into electric or gas energy sales on behalf of energy brokerage firm Navigate Power.
- Team Lead duties are to assist team of 8 reps in maximizing sales potential, and assisting in operation of CRM and workstation systems.
- Responsible for the management of the Inside Sales team Increased the amount of appointments set as a team by driving the adoption of a new call.
- Creation of national inside sales division (Innovation startup company), Marketing & Development of marketing material, Sales,.

SCHOLASTICS

- GED