Rental Sales Associate

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Objective

Rental Sales Associate with 9 plus years of experience in the Auto Rentals domain is seeking to provide excellent sales and customer service and knowledge to all customers and clients alike. To assist those in need and give customers best chance possible to succeed.

Skills

Ensuring Customer Satisfaction And Promoting Loyalty, Building and Maintaining Strong Customer Rapport, Promoting, Selling Products & Services, CRM Applications: Seibel, ACT, Goldmine, Complaint Handling And Dispute Resolution.

Work Experience

Rental Sales Associate

Avis Budget Group - August 2012 – Present

- Providing a positive customer experience to business travelers by offering/selling quality vehicle upgrades and protections.
- Positively interacting with customers to ensure their satisfaction and support in the future.
- Opening and closing duties of the counter, including cash accounting, record keeping, and security.
- Duties include but not limited to assisting customers throughout the entire rental return process according to the rules and regulations of Avis Budget Group (ABG), making sure all vehicles have been.
- Processing rentals via a wizard or Graphic User Interface (GUI) reservations software for Avis preferred members as well as budget fast break members.
- Demonstrating superb customer service and communications skills to determine guests needs and budget via casual conversation.
- Exhibiting a professional level of integrity by thoroughly communicating all contract charges, rental policies, and procedures.

Rental Sales Associate

ABC Corp - March 2008 – October 2011

- Operated multiple phone lines to make reservations, answer customer questions, and give quotes.
- Contributes to the success of Avis/budget by assisting customers with their vehicle rentals.
- Assisted customers with their vehicle rental to ensure a positive customer experience, while also promoting additional products and services.
- Entered reservations and rental agreements into the system.
- Check-in cars after rental. Managed rental vehicle inventory.
- Managed shuttle drivers. Performed rental office opening and closing duties and paperwork.
- Resolved customer issues and concerns professionally using effective customer service techniques.

Education

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Bachelors Of Science in Accounting - May 2016(Barton College - Wilson, NC)Associates Of Science in Business Administration - May 2009(Edgecombe Community College - Tarboro, NC)

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