

Robert Smith

Sr. Telephone Sales Representative

CONTACT DETAILS

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PERSONAL STATEMENT

An ambitious employee who creates strategic alliances with organization leaders to effectively align with and support key business initiatives. Builds and retains high-performance teams by hiring, developing and motivating skilled professionals.

WORK EXPERIENCE

Sr. Telephone Sales Representative

ABC Corporation - May 1996 - July 2002

Responsibilities:

- Exchanged returned merchandise for customers quickly and efficiently.
- Served as liaison between customers, store personnel and various store departments.
- Confirmed that appropriate changes were made to resolve customers problems.
- Exercises sound judgment in issuing credits and making exceptions to customer policies to maintain high levels of customer satisfaction.
- Extended customer subscriptions, offering discounts and promotions to ensure high customer retention rates.
- Informed customers about sales and promotions in a friendly and engaging manner.
- Managed a wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.

Telephone Sales Representative

ABC Corporation - 1995 - 1996

Responsibilities:

- Secure commitments of participation or donation from individuals or corporate donors.
- Develop fundraising activity plans that maximize participation or contributions and minimize costs.
- Develop strategies to encourage new or increased contributions.
- Solicit cash or in-kind donations or sponsorships from individual, business, or government donors.
- Establish fundraising or participation goals for special events or specified time periods.
- Recruit sponsors, participants, or volunteers for fundraising events.
- Explain the tax advantages of contributions to potential donors.

Education

Bachelor of Science in Business Administration - (Northwestern Business College - Chicago, IL)

SKILLS

Team player, Leadership Skills, Customer Service, MS Office.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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