



AVA DAVIS

Telesales Representative I

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🌐 www.qwikresume.com

PROFESSIONAL SUMMARY

Dynamic Telesales Representative I skilled in lead generation and closing sales. Achieved 120% of sales targets consistently by leveraging persuasive communication and product knowledge to meet customer needs and drive revenue.

WORK EXPERIENCE

Telesales Representative I

Quantum Solutions LLC

📅 Jun / 2024-Ongoing

📍 Phoenix, AZ

1. Responsible for accepting inbound calls from new and existing mobile consumer clients seeking wireless service and product.
2. Developed and maintained long-term relationships with contract holders and small business consumers.
3. Participated in various incentive programs and contests designed to support achievement of production goals.
4. Cross-sold services at a rate of 30%, while also upgrading customers to different plans and product packages.
5. Continuously remained knowledgeable of new wireless product and technology released by Verizon and its competitors.
6. Identified and qualified customer needs, developed sales strategies and negotiated and closed profitable sales leads with a 75% success rate.
7. Consistently met and exceeded department expectations for productivity and accuracy levels.
8. Developed highly empathetic client relationships and earned reputation for exceeding sales goals.

Telesales Representative

Crescent Moon Design

📅 Jun / 2023-Jun / 2024

📍 Portland, OR

1. Deliver prepared sales talks, reading from scripts that describe services, in order to persuade potential customers to purchase the service.
2. Explain services and prices, and answer questions from customers.
3. Obtain customer information such as name, address, and payment method, and enter orders into computers.
4. Maintain customer rapport by listening to and resolving concerns; answering questions.
5. Enhance department reputation by accepting ownership for call quality, obstacles overcome, and department stats.

EDUCATION

Associate of Arts in Business

Springfield Community College

📅 Jun / 2022-Jun / 2023

📍 Phoenix, AZ

Focused on foundational business principles and customer service methodologies.

SKILLS

Outlook

Customer Service

Data Entry Skills

Attention to Detail

Sales Presentations

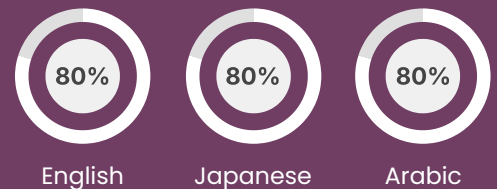
INTERESTS

🤿 Scuba Diving 🎮 E-sports
📖 Reading Fiction 🧩 Puzzle Solving

STRENGTHS

💼 Stewardship 👥 Teamwork
🔑 Tenacity 🧠 Vision

LANGUAGES



ACHIEVEMENTS

- 🌟 Increased customer retention by 35% through tailored follow-up strategies.
- 🌟 Achieved recognition as 'Top Sales Performer' for three consecutive quarters.