

ABIEZER "ABE" REYES

CALL CENTER SALES PROFESSIONAL

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Results-oriented Call Center Sales Professional with 8+ years of phone-based sales experience. Proven track record in consultative selling, objection handling, and consistently exceeding sales goals in commission-based environments. Expert at building rapport over the phone, qualifying leads, and delivering exceptional customer service. Self-motivated with professional phone demeanor and flexibility to work varied schedules including evenings and weekends.

TECHNICAL SKILLS

Call Center & Phone Sales

Inbound Sales, Tele Sales, Call Center Operations, Phone-Based Consultative Selling, Lead Qualification, Rapport Building Over Phone, Professional Phone Demeanor

Sales Skills

Objection Handling, Closing Techniques, Sales Goal Achievement, Commission Sales, Consultative Selling, Needs Assessment, Customer Retention

Customer Service

Customer Service Excellence, Active Listening, Problem Resolution, Building Trust, Professional Communication

Technical Skills

CRM Systems (Salesforce), Sales Pipeline Management, Data Entry, Microsoft Office Suite, Multi-Line Phone Systems

Professional Attributes

Self-Motivated, Teachable, Flexible Schedule, Results-Oriented, Commission-Driven, Team Player, Professional Demeanor

PROFESSIONAL EXPERIENCE

Independent Consultant & Client Services

November 2023 - Present

needthisdone.com | November 2023 - Present

- Self-employed consultant acquiring clients through networking, outreach, and relationship building
- Consultative sales approach identifying client needs and presenting technical solutions in clear, understandable terms
- Built long-term client relationships resulting in repeat business and referrals
- Self-motivated in 100% commission-based structure, responsible for all business development and client acquisition
- Flexible schedule managing client communications across time zones and varied availability

Enrollment Counselor (Phone Sales)

2012 - 2017

Full Sail University | Higher Education

- Phone-based consultative sales guiding prospective students through enrollment, addressing concerns and presenting benefits to close enrollment
- Used Salesforce CRM daily to manage sales pipeline, track phone interactions, and coordinate with departments
- Built trust-based relationships over the phone with customers making significant financial decisions
- Consistently met and exceeded enrollment targets through consultative phone selling and objection handling

EDUCATION

Full Sail University (2016 - 2017): Coursework in Business and Technology. Straight A's while working full-time.

U.S. Army Leadership Training (1996 - 2001): Advanced to Corporal (E-4). Leadership and accountability training.