

ABIEZER "ABE" REYES

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needthisdone.com | LinkedIn

CALL CENTER SALES PROFESSIONAL

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.

CORE COMPETENCIES

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

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)

Full Sail University

Winter Park, FL

2012 - 2017

- 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
- Worked flexible schedule including evenings to accommodate customer availability

Call Center Sales Representative

Quill.com

Orlando, FL

2009 - 2011

- Inbound and outbound sales in high-volume call center, contacting business buyers to establish accounts
- Built relationships with business owners and office managers over the phone to generate ongoing accounts
- Met daily and weekly sales quotas in commission-based environment
- Professional phone demeanor and rapport-building skills resulted in high customer satisfaction and repeat business

Sales Specialist

Toyota of Orlando

Orlando, FL

Spring 2017 - Winter 2023

- Consultative sales approach guiding customers through financial decisions, ranking in top third of sales team
- Overcame objections and closed sales through rapport building and needs assessment
- Worked flexible schedule including evenings and weekends to accommodate customer availability
- Self-motivated in commission-based structure with proven track record of exceeding sales goals

Combat Medic, Corporal (E-4)

U.S. Army

Fort Hood, TX & Fort Bragg, NC

1996 - 2001

- Demonstrated reliability, discipline, and performance under pressure in high-stakes environment

- Flexible schedule and willingness to work non-traditional hours as required
- Team-oriented while maintaining individual accountability for results

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.