Daniel Pounds 

Call Center Professional

La Habra, CA

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**OBJECTIVE**

To find a stable and rewarding company that has growth potential and acknowledges it's employees, their contributions and accomplishments.

# SKILLS

* Call Center ( over 20 years of experience )
* Telemarketing
* Inside Sales
* Customer Service
* Supervisory
* Lead Generation
* CRM
* Knowledge in Microsoft Office and Excel
* Familiar with many Dialer and CRM Systems including Ring Central Salesforce, ACT, Goldmine, etc.
* E-Fax & Docusign
* Manual as well as Predictive dialing
* Inbound and Outbound Calling

# EXPERIENCE

## 04/2016- 10/2019

### Dental Shield- Remote*-* Telephone Sales Representative

* Received inbound calls at home via company marketing regarding discount dental plan
* Respond to requests for information and explain program details
* Completed and processed applications and payments
* Enter customer information into company CRM database

Unfortunately, the position was eliminated when the company decided to start outsourcing

October 2013 to April 2016

**PBK Marketing**- Costa Mesa, CA - Lead Generator

* Marketing company that provided leads to Loan Brokers of Merchant Cash Advances for small to medium-sized businesses
* Contacted businesses nationwide to inquire regarding their need of additional working capital for equipment or expansion
* Pre-Qualify as per lender requirements and submit information into CRM to be forwarded to Loan Brokers

Parted ways when the owners decided to go with a different venue (Student Loans)

January 2000 to September 2013

**Sallus Healthcare** - Irvine, CA - Inside Sales Representative/Floor Manager

* Sales of Discount Healthcare and Dental plans nationwide via phone
* Interact with potential customers through inbound calls on a daily basis via company marketing
* Screening of potential customers to determine which plan would best suit their needs
* Enrolled customers and entered information into company CRM
* Collected payment information and entered into company database
* As floor manager I would monitor phone calls, walk the floor for any help needed, train new reps and do weekly evaluations

Due to mis-management the company was eventually shut down

**EDUCATION**

September 1981 to June 1983

Fullerton Community College - Fullerton, CA

General Ed & Business Courses

September 1977 to June 1981

La Habra High School - La Habra, CA

Graduated 3.5 GPA

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