**Irene Anderson**

3684 Paradise Rd #1071

Las Vegas, NV 89169

909.641.3962

[r.ianderson6872@gmail.com](mailto:r.ianderson56@gmail.com)  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
   
**Objective**

To secure a challenging customer service/sales position with a top-notch organization that can utilize a person with exceptional people skills.  
        
 **Abilities**  
Sales/Customer Service  
Bilingual (Spanish)

Cold Calling

Management Skills

Order processing

Create RFQ's

Online Chat

Microsoft programs including Outlook, Word, and Excel

ZOHO and Salesforce CRM programs

Shortel phone system experience  
Excellent written and verbal communication skills, with an eye for detail  
Billing and Collections  
Self-starter with a can do attitude  
        
**Employment History**

June 2020– September 2020

Brightree, LLC. Phoenix, AZ

Patient Success Representative

* Answer inbound calls
* Customer resolutions
* Update Insurance and Dr. Information in database
* Place orders for CPAP supplies

September 2019 – March 2020 REMX - Mckesson/Synergy Scottsdale, AZ

Patient Advocate

* Process Application for RX program
* Update Information in database
* Schedule appointments for COVID-19 testing

February 2019 – August 2019 PCI-Publishing Concepts San Antonio, TX

Inside Sales

* Answer inbound calls
* Update database
* Sell products

May 2017 – July 2018 Chapel of the Flowers Las Vegas, NV

**Sales Development**

* Customer Service via Online Chat
* Assess customer needs and document for sales consultants
* Create quotes for wedding proposals
* Process payments for Chapel reservations
* Answer emails
* Manage Calendars Chapel appointments

June 2016 – March 2017 Avalon Shutters Perris, CA

**Sales Development**

* Appointment Setting for in-home consultations
* Assess customer needs and document for sales consultants
* Address customer’s questions and concerns regarding products
* Manage Sales Representatives’ Calendars
* Efficiently create routes daily
* Answer inbound calls and transfer to appropriate CSR

Feb 2014 – April 2016 Rightway Site Services Lake Elsinore, CA

**Site Services Consultant**

* Contact potential customers via computer dialer
* Cold calling

* Develop new business within construction fields

* Answer inbound calls and process orders
* Assist customers in identifying project needs and solutions
* Schedule deliveries and pick/ups of units

May 2012– January 2014 Power Plus International Corona, CA

**New Business Development**

* Develop leads in designated territories and track via CRM program
* Prospect for potential customers
* Gain understanding of customers’ needs and offer solutions
* Present quotes for service or repair
* Reach targeted monthly revenue goals
* Account management
* Data entry into Excel and Access programs

February 2010 – April 2012 National Doc Prep Corona, CA

**Sales Representative**

* Outbound prospecting via warm leads (telemarketing)
* Assist in supervising and training new hires
* Answering inbound calls
* Processing client applications
* Closing sales with maximum revenue
* Maintaining client relationships including collecting necessary documents
* Billing and Collections

**Education**

Moreno Valley Technical Skills Center      Moreno Valley, CA  
**Microsoft Office Computerized Training**

**References**

Available upon request