**Samuel Bain**

[**sbain79@yahoo.com**](mailto:sbain79@yahoo.com)

I am a sales-oriented professional with expertise in client relationship management, customer service satisfaction and retention, and people management. I have 13 years of experience selling different products and services as well as in managing rooms of sales reps and training them on scripts and lead management software. I have experience in all kinds of telemarketing as well as Mortgage sales, SEO sales, and Debt consolidation. I also have experience in fundraising for local charities. I am currently working in a dispatch office handling over 100 calls per day.

Personal Skills

* Leadership.
* Communication.
* Ability to Work Under Pressure.
* Decision Making.
* Time Management.
* Self-motivation.
* Conflict Resolution.
* Adaptability.

Professional Skills

Proven experience as a closer over the phone  
Proven track record of successfully meeting sales quotas over the phone  
Working knowledge of relevant computer programs (e.g. CRM software) and telephone systems  
Excellent communication and presentation skills  
Skilled in negotiation and dealing with complaints  
Persistent and results-oriented  
Patient and able to handle customer rejection  
Computer skills, able to multi task and type

Thank you for your consideration and I will be happy to provide references on requests.