

ROBERT SMITH

Assistant BDC Representative

info@qwikresume.com | <https://Qwikresume.com>

Seeking a position that will benefit from customer service experience, ability to understand and convey complex information, self-motivation, excellent communication skills and results-driven work ethic will ignite market share of your organization's services.

APRIL 2015 - JANUARY 2016

ASSISTANT BDC REPRESENTATIVE - ABC CORPORATION

- Responsible for meeting our car goals and appointments.
- Learned how to work in a fast past environment while multi tasking.
- Data entry while on the phone with customers.
- Responsible for taking incoming calls, answering internet leads, setting appointments, following up with customers, and greeting them.
- Collaborated with the finance manager on approving customers who submitted credit applications.
- Responsible for generating sales appointments with customers from incoming inquires via email and phone and making up to 200 outbound calls daily.
- Provided quotes to customer, set appointments and create new customer accounts.

2012 - 2015

BDC REPRESENTATIVE - DELTA CORPORATION

- Assisting in the delivery of vehicles Was in charge of the customer satisfaction surveys Multi-tasking by answering phones and returning emails in a .
- Make outbound calls, answer calls from contacted customers, input notes into computer.
- Skills Used Customer service, detail oriented & communication skills.
- Follow up call Cold call Operate xrm Build relationship with customers through phone and meet and great.
- Learned and increased phone sales Grossed dealership an average of 80k plus a month though phone sales Skills Used Great people and communication .
- Contact clients interested in purchasing a new vehicle, answer any questions they have, offer pricing when applicable, and schedule appointments to .
- Answer phone, respond to all leads, set up appointments, do follow up calls with clients in regards to missing an appointment or after purchasing a .

EDUCATION

Journalism - 2010(Capital Hill High School - Oklahoma City, OK)

SKILLS

Cashier, Customer Service, Price Accuracy.