

Robert Smith

BDC Representative/Specialist

PERSONAL STATEMENT

To Help customers by using excellent problem solving skills, a friendly yet determined attitude, and provide prompt service. Driven to work well in an independent or team oriented atmosphere.

WORK EXPERIENCE

BDC Representative/Specialist

Easy Auto - March 2013 - 2020

Responsibilities:

- Answer customer Internet inquiries by email, text and phone.
- Contact customers based on current marketing incentives.
- Follow up with existing and potential customers to generate leads and set appointments.
- Performance based pay was based around the top performers in the department to which held the highest numbers for 2 solid years.
- Communicate with customers of all personalities and learn that every customer and situation are different and need to be handled accordingly.
- Salesmen, social media marketing, instagram, twitter, and facebook marketing.
- Process thousands of leads per month. Use of adp software to enter pertinent information into a database for record keeping and management/sales review.

BDC Representative

Delta Corporation - 2011 - 2013

Responsibilities:

- Answering phones/transferring calls, setting up service appointments, following up with customers.
- Business Development for a car dealership.
- Taking and making calls to increase traffic to the dealership by scheduling appointments for test drives.
- Drive traffic for sales/service department by setting appointments by determining the needs of the customer and their vehicles Handling incoming .
- Call leads and try to get them to setup an appointment to come in so we can sell them a car.
- Receptionist duties answer all incoming phone calls made into the dealership, transferring customer calls to the correct departments; help give .
- Make appointments for customers to come into the dealership to discuss prices/monthly payment options with a finance manager or sales man to help.

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Microsoft Office,
Customer Service,
Clerical, WPM 55+,
Marketing, Sales, Cold
Calling, Phones,
Customer Relations.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company
Name)
Reference - 2 (Company
Name)

Education

High School Diploma In OBJECTIVE - (Gallatin High School Gallatin TN
United States - Gallatin, TN)