

BDC Representative

ROBERT SMITH

Phone: (123) 456 78 99
Email: info@qwikresume.com
Website: www.qwikresume.com
LinkedIn:
[linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)
Address: 1737 Marshville Road,
Alabama.

Objective

To further experience and knowledge, while evolving my current abilities of Business Administration. Work diligently to complete each and every task. Face in tenure to ensure the growth of the company. Drive and determination to consistently achieve success as a leader in every workplace Employed.

Skills

Microsoft Office, FC Consol, Email, Internet, Excel.

Work Experience

BDC Representative

Charles Maund Toyota - October 2015 - 2020

- Driving traffic for the sales department by setting appointments for prospective customers.
- Following up on customer visits to ensure customer satisfaction.
- Answered the main phone line while the receptionist was on lunch and breaks.
- Schedule appointments for new customers and help the sales manager bring in new clients.
- Responsible for booked service appointments for customers, placed between 15-30 appointments a day.
- Booked sales appointments for customers called customers when their parts are in for recalls called future customers.
- Sales lead come in over the internet to try to get them in the door to buy a vehicle called previous customers to try to get them to come in and buy a newer vehicle.

BDC Representative

Delta Corporation - 2011 - 2015

- Customer service, Answering phone calls, Track Inventory, Cleaning, Stocking Merchandise.
- Make appointments to show a vehicle Make 120 outbound calls a day I had to use the computer every day and all day.
- Answer phone calls and book appointments -Encourage the upscale of car washes -Keep work orders on track -Resolve and edit appointments where guests .
- Took high volume, inbound customer calls Followed up with leads that were not ready to make an appointment or no-show Drove traffic for the sales .
- inbound, outbound and cold calling - Ensuring that all information entered into BDC software is consistent and accurate - Developing a thorough .
- Call customers, explain evens, make sales and service appointments, enter data, typing and giving the best possible customer service.
- Worked with sales people organized customer information before hand.

Education

Business Administration - January 2011(Sistema Universitario Ana G. Mendez - Orlando, FL)