

ROBERT SMITH

Sr. BDC Representative

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SUMMARY

Organized individual with exceptional customer service experience seeking a position within the finance industry. seeking Business Development Representatives. We are growing and need automotive Internet Sales Representatives to help our team boost our automotive sales volume.

CORE COMPETENCIES

Attention To Detail, Excellent Communication, Team Player, Computer.

PROFESSIONAL EXPERIENCE

Sr. BDC Representative

NORTHBAY CADILLAC - September 2015 – 2020

Key Deliverables:

- Making outbound calls Log all Customer comments.
- Schedule follow-up contact if no appointment is made. Confirm scheduled appointments.
- Reschedule no-show Customer appointments.
- Purify and update Customer changes in database.
- Generate letters, postcards, and emails according to a pre-determined timeline to automatically schedule follow-up reminders for next contact.
- Contact Customers based on current marketing initiatives.
- Ensures a seamless transition of customer responsibility to the account manager following a successful implementation.

BDC Representative

Delta Corporation - 2012 – 2015

Key Deliverables:

- Customer Service Appointment Setting Meet, greet and assign customers to salesmen Review customers itemized and financial needs and match them with a .
- Customer service Appointment setting Meet, greet and assign customers to salespeople Review customers itemized and financial needs and match them .
- Set appointments, transfer calls, troubleshoot problems, track recalls, do follow up calls.
- Handle over 250 inquiries a month regarding unsold inventory.
- Manage customer profiles and maintain contact via text, email, and phone calls.
- Daily call volume of 75-100 calls per day. Assist in over 30 vehicle sales each month.
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

- Accounting - (SUNY OldWestbury - Westbury, NY)