

ROBERT SMITH

Associate BDC Representative

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Business Administrative/Human Resource experience with practical understanding of business needs. Highly effective at incorporating creative leadership skills to achieve business objectives. Directs projects that improve efficiency while meeting deadlines and budget requirements. Fantastic administrative receptionist with human resource experience offering extensive experience with daily office operations and proven ability to handle and manage office environment.

CORE COMPETENCIES

Fax Papers, Answer Calls, Make Appointments, Fill Out Paper Work, Get Charts Ready, Do Follow Up Calls, Translate.

PROFESSIONAL EXPERIENCE

Associate BDC Representative

Rick Hendrick - May 2014 – 2020

Key Deliverables:

- Drive traffic for the sales and/or service departments by setting appointments for prospective customers.
- Make about 60-100 outbound calls each day. Document each Internet and phone lead received.
- Respond to Internet Lead request promptly. Follow up on customer visits.
- Call leads and follow up. Put showroom logs in crm and handle phone ups.
- Respond to and handle internet leads up until appointment time, greet and hand off to salesperson. Provide vip experience to clients.
- Management, lead management, customer service, phone answering, texting customers, assisting.
- Lead follow up, appointment setting, revenue generation, marketing, internet sales, email.

BDC Representative

Delta Corporation - 2012 – 2014

Key Deliverables:

- Responding to leads via CRM; Providing information to customers; Working with sales staff; Scheduling appointments; Other duties as needed.
- Out bound calls to customers who have previously purchased or showed interest in purchasing a vehicle.
- Set appt for them to come in and sit with a sales rep.
- Sell autos by answering the phone and Internet leads via e mail, live chat and auto quotes using true car system.I would test drive and sell the .
- Fielded all phone calls for large, multidealership auto group.

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- Pursued potential internet sales leads through follow up email and phone calls.
- Scheduled service Appointments and assisted parts departments with orders.

EDUCATION

B.B.A. in Finance - (Georgia Gwinnett College - Lawrenceville, GA)

