

Business Development Representative III

ROBERT SMITH

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Objective

One year of experience as a Business Development Representative. Looking to secure a Sales or Management position that utilizes my excellent interpersonal, written and oral communication skills, while positively influencing the organization's growth and profitability.

Skills

Microsoft, CRM Software, Adobe, Customer Relations, Customer Service, Graphic Design, Database Management, Data Entry, Time Management, Problem Solving, Sales, Automotive, Training & Development, HTML, and Web Design.

Work Experience

Business Development Representative III

ABC Corporation - March 2014 – March 2014

- Answered an average of 87 calls per day by addressing customer inquiries, solving problems and providing new product information.
- Effectively managed a high-volume of inbound and outbound customer calls.
- Answered a constant flow of customer calls with up to 12 calls in queue per hour.
- Addressed and resolved customer product complaints empathetically and professionally.
- Gathered and verified all required customer information for tracking purposes.
- Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment.
- Acted professionally and patiently when addressing negative customer feedback.

Cashier

ABC Corporation - July 2013 – February 2014

- Operated a cash register for cash, check and credit card transactions.
- Cleaned and organized the store, including the checkout desk and displays.
- Provide customer service by greeting customers entering, answering questions about different items, and guiding and solving queries of customers.
- Solidified a loyal customer base of 60 customers through superior customer service by providing each customer with personal attention, and ensuring a great shopping experience.
- Answering phone calls, providing training and assistance to the newly hired cashier.
- Enter transactions in the cash register and provide customers with the total bill.
- Sort and count currency and coins/ Issue receipts and change to customers.

Education

The license in CPR And Radiology Certifications - August 2016(Pellissippi State Community College - Knoxville, TN)Diploma- (Dental Staff School - Knoxville, TN)High School Diploma - (William Blount High School - Maryville, TN)