

Objective

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. PROFILE: Fantastic administrative receptionist with human resource experience offering extensive experience with daily office operations and proven ability to handle and manage office environment.

Skills

Customer Service, Collections, Microsoft Office, Microsoft Powerpoint, Microsoft Outlook, Sales, Call Center.

Work Experience

BDC Representative I

Rick Hendrick - May 2014 – 2020

- 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. Follow up on customer visits.
- Respond to Internet Lead request promptly. Handle online credit applications.
- Follow up with past customers. Notify necessary departments to inform of appointments set.
- Handled all incoming sales phone calls and internet leads to convert to appointments.
- Scheduled service appointments, confirmed service appointments, and csi follow up on service appointments. Handled all recall reminders.

BDC Representative

Delta Corporation - 2013 – 2014

- Log all customer contacts and comments into CRM software Contact customers based on current marketing incentives Work with Sales Managers to ensure.
- Internet inquires for new & pre-owned vehicles Covideos sent to every customer Inbound sales calls Outbound touch base calls & emails Sales Quotes.
- Set appointments, make 100 outbound calls, assist customers with daily needs.
- Follow up with customers indicating purchasing interest ; Follow up with prospective customers and return email / voicemail ; Support online .
- Worked as a BDC rep for Curry Subaru and Hyundai for a month.
- Enjoyed working with customers and getting to know more about the car business.
- Resign for family medical purposes that required my full attention.

Education

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