

ROBERT SMITH

Jr. BDC Representative

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SUMMARY

Business Development Representatives We are seeking Business Development Representatives to add to our growing Sales Department. Our sales are on the rise and we need energetic people that love customer service to help us keep up with increased traffic. You will be assisting with setting and confirming appointments for our very busy Sales Department.

SKILLS

Computer , Customer Service, Phone , Multi-Tasking, Data Entry.

WORK EXPERIENCE

Jr. BDC Representative

Rick Case Hyundai / Kia - January 2015 – 2016

- Directs customers to product information resources, including those available on the Internet.
- Understands the psychology of Internet customers and works with them accordingly to help them with their decision and sets an appointment for proper vehicle demonstration.
- Coordinates Internet promotions with other dealership sales promotions and advertising.
- Maintains an ongoing customer database to capture repeat business.
- Establishes personal income goals that are consistent with dealership standards of productivity, and devises a strategy to meet those goals.
- Sells a subset of company products and services to assigned opportunities.
- Refers opportunities for growth in products and services to other company sales resources as appropriate.

BDC Representative

Delta Corporation - 2010 – 2015

- Placing and receiving phones calls based on inquiries about vehicles and services.
- Set appointments for service on vehicles and to buy vehicles as well.
- Internet sales and information on vehicles inquired about.
- answer all internet and phone leads answer any questions they mite have set appointments.
- Business Development Center West Allis, WI Conducts Call Center operations by taking phone and internet leads and setting up appointments with .
- Took part of new/ used car shows, trade shows and other marketing events , would greet customers once they showed, made regular status reports, .
- Enjoyed every bit of it, got to get better at speaking to customers.

SCHOLASTICS

- High school diploma in General Studies - 2011(Options For Youth - Carmichael, CA)