

ROBERT SMITH

BDC Representative III

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To obtain stability in a profession that will allow to use skills and ambitions to the fullest. Gain valuable work experience, while progressing in a job that can enjoy helping and working with others.

EXPERIENCE

BDC Representative III

ABC Corporation - JULY 2014 - OCTOBER 2014

- Appointments for guests to meet with company staff.
- Create word documents, spreadsheets, merging documents, and using customer relations software to update customer information in to a database.
- Take messages, transfer calls, screen calls, and provide information about the company to existing and potential clients.
- Schedule meetings, open and distribute mail, office filing and photocopying.
- Make sure the customers are taken care of, billing, handling payments, invoicing clients, and handling the daily bank deposit.
- Leads all aspects of the sales process, while calling upon other company sales resources to assist in solution development, proposal delivery, and implementation, as needed or as directed by management.
- Acquires new customers from an assigned geography, and/or a set of names prospects.

BDC Representative

Delta Corporation - 2011 - 2014

- Answer calls, make appointments, fax papers, make follow up calls, greet customers, and translate.
- Improve customer satisfaction and help company increase sales significantly -constant conflict resolution -managing lease clients -answering calls -.
- other office duties; filing, mailing, running errands, report, etc.
- offsite marketing and representing company in community events.
- Make 80 outbound calls, send 50 emails, do delivery service and have customers sign We Owe Forms Skills Used Office skills and customer service.
- Answer Phone calls -Call customers -Make sales appointments -Make coffee -Use Computer Crm Higher Gear -Work in high paste environment -Multi-task.
- Answer phones -Provide excellent customer service -Email customer inquiries -Call internet leads -Set Appointments Skills Used -good

typing skills -.

EDUCATION

- Business- (West Jones High School - Laurel, MS)

SKILLS

Customer Service, Sales, Administrative.