

Nelson Ramirez

SALES RETENTION SPECIALIST

Covina, CA

nelson_ram_191@hotmail.com - 714-474-4150

Extensive product knowledge with creative ideas for product applications and a solid history of sales success. I have proven my ability to develop sales potential in new market areas. I also gained strong analytical and planning skills, combined with the ability to coordinate the efforts of many to meet organizations goals. I am productive and have exceptional work habits without supervision along with being a self-motivator with high energy

WORK EXPERIENCE

SALES RETENTION SPECIALIST

Cox Communications - Rancho Santa Margarita, CA - May 2010 to June 2015

92688

- Contribute to the Company vision of being the industry leader in customer service through quality, commitment, courtesy and teamwork
- Receive inbound retention calls from current customers, for sales and revenue generation, in a high-intensity call center environment.
- Utilize proactive persuasive/retention skills to turn requests for disconnection or downgrade into sales and save opportunities by identifying customer needs.
- Achieve monthly key performance metrics, call and order entry productivity standards, and call quality performance through utilization of persuasive skills, defined call flow structure, and adherence to provided schedule.
- Educate customers on active product features, service offerings, billing, charges, and product value.
- Understand and promote current marketing campaigns in order to sell to or save customers accurately and effectively.
- Increase revenue through up-selling and cross-selling video, HSI, wireless, and telephony services to existing customers.
- Research and review competitive pricing and service offerings in order to provide competitive price and product comparisons based on customer needs

AT&T

CONTRACT SPECIALIST

AUCTION.COM - Irvine, CA - March 2004 to May 2014

Be well versed in all areas of the auction and able to step in and help in any area.

- Maintain online contract process, contracts out, contracts received, sent to closing, cancellations and earnest money received per auction event.
- Diffuse customer issues in a professional manner.
- Provide guidance and supervision to the corporate contract coordinators.
- Work with closing department to ensure a smooth transition of files from production to operations.
- Conduct meetings with contract team and other teams using online technology.
- Delegate tasks associated with contract completion to corporate and casual online staff.
- Oversee contract flow to minimize fall out.
- Oversee auctions on occasional nights and weekends

Default Specialist

AUCTION.COM - Irvine, CA - March 2008 to May 2011

Manage in/coming call and outgoing call volume while reviewing relative financial documentation.

- Review government establish foreclosure prevention programs to determine client need and required sales approach.
- Assist loan servicing clients with various default programs that where deemed suitable for their mortgage situation.

Telesales Specialist

AT&T - Cerritos, CA - March 2008 to May 2010

Contribute to the Company vision of being the industry leader in customer service through quality, commitment, courtesy and teamwork

Sell strategic communication solutions to new and existing residential customers by answering inbound customer telephone calls in response to general inquiries and advertisements

Develop new revenue from existing residential customers by selling additional services Internet Services.

May occasionally participate in outbound calling campaigns and or/make outbound calls to follow up on sales leads in required timeframes.

May occasionally handle some pre-sales support activities such as contract preparation.

May occasionally handle customer retention related inbound calls.

Manage the sales cycle for the customer to close the sale.

Answer questions regarding services and products.

Contract Specialist

AUCTION.COM - Irvine, CA - June 2005 to March 2008

A Real-Estate Company

Land Acquisitions

ACHIVEMENTS

- Generated to date over \$2 Million in land acquisitions for the company
- Facilitate strategic negotiations to coach employees in advanced negotiations and software system update
- Ranked among the top buyers in the department for 12 months consecutively

RESPONSIBILITES

- Facilitate strategic negotiations with sellers producing a "Win-Win" for each interaction
- Evaluate designated territories to maximize buying efforts among Acquisitions Managers and Land Buyers
- Responsible for review approval of contracts at auctions held nationally
- Handle between 150-200 incoming and outbound calls for acquisition department