

SAMUEL JAMES

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Summary

Talented Sales Representative with excellent lead generation potential and more than 4 plus years of sales and customer service experience. Highly effective and knowledgeable in techniques used to close sales opportunities. Seeking a similar position with a new client in phoenix metro area. I am a well qualified call center Rep versed in customer support in high call volume environments. Superior computer skills and telephone etiquette. As a customer service and sales rep i am highly driven to exceed sales goals and build long term relationships with customers and also Deliver positive experiences through high-quality customer care.

Skills

- Company processes Credit card processing
- Customer service Multi-line phone talent
- Sales Exceptional communication skills
- Strong client relations Account development
- Training development aptitude Quick learner
- Strategic sales knowledge Communication Skills, Creative
- Problem solver, addressing customer concerns, client, clients, Client relations, excellent customer service, database, doors, Fast, financial,
- Phlebotomy, pricing, pricing strategies, Quick Learner, receiving, sales, Shipping, skin care, Strategic, phone

Experience

Inside Sales Representative Aug 2018 to Current
Godaddy Inc. — Scottsdale, AZ

- Negotiated prices, terms of sales and service agreements.
- Greeted wholesale customers and assist in providing products that meet their needs by maintaining knowledge of products available.
- if customers had an issue with there websites and or trouble with making changes on the back end of there websites my department would be the one to help whether it were installing A ssl certificate and needing steps on how to upload files to there hosting database. also sold products to help cx drive revenue to there site and to make sure it was secure
- Set up customer accounts in computer system with complete information.
- Quoted prices, credit terms and other bid specifications.
- Gathered information on sales and service issues to provide effective resolutions.

Inside Sales Representative Mar 2017 to Jun 2018
Direct Energy — Houston, TX

- Cross-sold complementary products and services to customers. Established new customer accounts through dedicated cold calling and exceptional service.
- Developed new business by networking with valuable customers. Immediately addressed problems with customer accounts to promote quick resolution.
- Identified prospects' needs and developed appropriate responses along with information on fitting products and services.

- Described product to customers sold natural gas to business owners as well as in the 26 deregulated states

Inside Sales Representative

Oct 2015 to Nov 2016

Web.com — Jacksonville, FL

- In this position Contact new and existing customers to discuss their needs, and to explain how these needs could be met by specific products and services. Answer customers' questions about products, prices, availability, or credit terms. we would basically set up customers with online marketing to help there business grow as well as things like google adwords and search engine visibility
- Quote prices, credit terms, or other bid specifications. Emphasize product features based on analyses of customers' needs and on technical
- knowledge of product capabilities and limitations. Maintain customer records, using automated systems. Negotiate prices or terms of sales or service agreements.
- Used digital and telephone approaches to generate sales leads.
- Demonstrated exceptional consultative selling skills throughout the sales cycle, from initial rapport to needs assessment to solution delivery.

Inside Sales Representative

Feb 2013 to Oct 2015

Impact solar professionals — Tempe , Az

- Compute customer's installation or production costs and estimate savings from new services, products, or equipment.
- We would be the first point of contact for cx we would cold call customers that inquired about solar asses the home via google then set an appointment for a solar sales rep to go out there and
- Identified prospective customers using lead generating methods and performing an average of 200 cold calls per day.

Inside Sales Representative

Jun 2010 to Dec 2012

SMC promotions — Phoenix , Az

- Use computers for various applications, such as database management or word processing.
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Create, maintain, and enter information into databases. Set up and manage paper or electronic filing systems, recording information, updating paperwork, or maintaining documents, such as attendance records, correspondence, or other material.
- Greet visitors or callers and handle their inquiries or direct them to the appropriate persons according to their needs. we ere also setting up online stores for customers to sell magazine items out of a catalog

Education and Training

High School Diploma

2009

Willow Canyon High School — Surprise, AZ

- 3.2 GPA
- Deca Member
- Completed coursework in Phlebotomy , was certified year graduated
- student athlete all four years of highschool