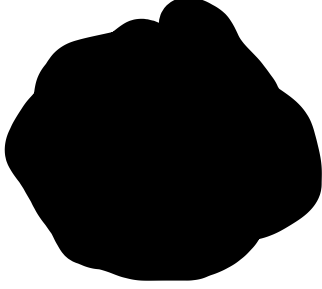




Por leer en Native English – Business Development Representative (B2B)



## SALES AGENT + SEO & CONTENT SPECIALIST en SELECTRA

CV actualizado el 02/06/2023

Edad: 28 años (31/03/1995)

Vehículo propio: No

Género: Hombre

Madrid

Autónomo: No

### Carta de presentación

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Dear Hiring Manager,

I am thrilled to apply for the position of Business Development Representative at your esteemed organization. With a proven track record of delivering exceptional customer service and achieving impressive sales results over the phone, I am confident in my ability to make a significant impact on your team.

In my previous role as a Customer Service and Sales Representative at Selectra, I honed my skills in providing outstanding service while also driving sales. On a daily basis, I engaged with a diverse range of customers, addressing their inquiries, resolving issues, and ensuring their overall satisfaction. Through active listening and empathetic communication, I built strong rapport with customers, making them feel valued and understood.

I also seized every opportunity to upsell and cross-sell relevant products or services, resulting in a noticeable increase in sales revenue. By effectively identifying customer needs and aligning them with appropriate solutions, I consistently exceeded monthly sales targets. My ability to strike the right balance between customer service and sales enabled me to create positive experiences that translated into long-term customer loyalty.

Furthermore, I am well-versed in utilizing customer relationship management (CRM) systems to accurately document interactions, track customer preferences, and identify opportunities for personalized service. This data-driven approach empowered me to tailor my recommendations and offer targeted promotions to customers, resulting in improved customer satisfaction and higher conversion rates.

Throughout my career, I have received accolades from both customers and supervisors for my exceptional phone etiquette, persuasive communication skills, and unwavering commitment to delivering results. I am confident that my proven experience customer service and sales over the phone will make me a valuable asset to your team.

Thank you for considering my application. I am excited about the opportunity to contribute to your organization's success as a Business Development Representative. I look forward to the possibility of discussing how my skills and accomplishments align with your requirements in greater detail.

Sincerely,

## Killer questions

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Please tell us about your experience working on the phone, thank you.

With a proven track record in customer service and sales over the phone, I excel in building strong customer relationships while achieving impressive sales results. I consistently deliver exceptional service, address inquiries, and upsell relevant products. My persuasive communication skills and commitment to customer satisfaction make me a valuable asset.

## Experiencias

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Febrero 2020 - Enero 2022 (1 año y 11 meses)

### SALES AGENT + SEO & CONTENT SPECIALIST

SELECTRA |

Working at Selectra has been a fantastic experience to learn a new set of skills. I have learned to develop my customer service experience into a more sales-driven motive. This was my (cid:246)rst ever sales job and quickly became a senior member of my team, often training new employees with my own workshops. After working for some months, I found myself to be in the top 20% of agents who always hit their KPIs. Some of my key responsibilities include: Spea Speaking on the telephone to customers converting enquiries into sales by resolving their issues with our selected partners. Follow compliance rules and regulations (including GDPR) to ensure all the information is correct and is valid in conjunction with OFGEM. Exceeding KPIs every month to ensure we remain pro(cid:246)table. Strive for great customer care AAfter 16 months of working on telephones as a sales agent, I was given the opportunity to learn a new skill set. My current position is SEO & Content Specialist. With my creativity and great technical knowledge, this new position has been a perfect (cid:246)t for me. My responsibilities include: Keyword research, monitoring and analysis to identify content opportunities Organization, planning and writing articles Uploading articles to the CMS using HTML Creating and implementing Call to Action elements on the website

Nivel

Empleado/a

Categoría y subcategoría

Marketing y comunicación

## Estudios

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No tengo estudios