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| Rami Shoula  Telemarketer | |
| |  |  | | --- | --- | |  | Profile Experienced and enthusiastic Telemarketer with excellent customer service and marketing skills. Adept in making sales phone calls to effectively convey a message and relay information about a product or a service. Committed to working professionally and diligently on behalf of a company. Skilled in remaining calm and courteous during high-pressure situations. |  |  |  | | --- | --- | |  | Employment HistoryTelemarketer at Fairway Communications, Seattle July 2014 — September 2019   * Researched target audiences and created lists of people and businesses to reach out to. * Formulated an informative audio presentation, and aimed to provide prospective clients with the most valuable information possible. * Answered questions, comments, concerns relating to our services and products. * Remained professional and polite at all times. * Worked to stay up-to-date regarding products and offerings. |  |  |  | | --- | --- | |  | EducationAssociate of Marketing, Seattle Community College, Seattle September 2012 — May 2014 High School Diploma, Ballard High School, Ballard May 2008 — June 2012 |  |  |  | | --- | --- | |  | ReferencesMallory Ignacio from Fairway Communications [ignacio.mallory@fairwaycomms.com](mailto:ignacio.mallory@fairwaycomms.com) · 702-443-5678 Jasper White from Queen Anne Tile and Stone [jwhite@gmail.com](mailto:jwhite@gmail.com) · 206-555-3277 Dr. Lindsey Fuller from Seattle Communicty College [lindsey.fuller@seattlecc.edu](mailto:lindsey.fuller@seattlecc.edu) · 206-554-7878 |  |  |  | | --- | --- | |  | InternshipsSales Assistant at Queen Anne Tiles and Stone, Seattle January 2012 — June 2014   * Worked as a motivated and effective Floor Sales Assistant. * Gained a strong working knowledge of Tiles and Stone. * Worked to provide clients with the highest level of customer service. | | DetailsSkills  |  |  | | --- | --- | | Advanced Marketing Skills | | |  |  |  |  |  | | --- | --- | | Interpersonal Communication Skills | | |  |  |  |  |  | | --- | --- | | Strong Customer Service Skills | | |  |  |  |  |  | | --- | --- | | Knowledge of Products and Services | | |  |  |  |  |  | | --- | --- | | Creative Problem Solving Skills | | |  |  |  |  |  | | --- | --- | | Excellent Phone Etiquette | | |  |  |  Languages  |  |  | | --- | --- | | Spanish | | |  |  |  |  |  | | --- | --- | | English | | |  |  | |