1. Helped cultivate and maintain business relationships by professionally handling partner and customer needs.
2. Followed up on web leads, pre-qualified contacts and converted potential customers into sales appointments.
3. Developed working knowledge of CRM to effectively track sales leads and activities.
4. Received and organized vendors samples for use by sales team.
5. Supported [Type] industry sales team by preparing proposals and benchmarking reports.
6. Completed monthly sales reports to highlight trends and help with team strategizing.
7. Collaborated with vendor development and support staff to resolve various issues impacting sales activities.
8. Assisted customers with sales needs such as inventory and shipping questions.
9. Learned and frequently used multiple sales systems to investigate, track and correct customers' issues.
10. Documented customer complaints and completed corrective action requests.
11. Prepared cost estimates by studying customer documents and consulting with project managers.
12. Analyzed marketing data, including market trends, competitor performance and product strengths.
13. Coordinated responses and resources to handle special client requests.
14. Submitted monthly reports, including booking forecasts, monthly highlights and CRM entries.
15. Contributed to development of software programs and tools focused on enabling sales team to communicate and operate more efficiently.
16. Contributes to sales engineering effectiveness by identifying short-term and long-range issues and recommending courses of action.
17. Provided technical troubleshooting and problem solving for clients with installed equipment/system issues.
18. Recommended changes, improvements or deletions in products according to customer feedback.
19. Supported market research activities, including metrics and requirements development and risk management.
20. Reviewed all customer inquiries to understand project scope while managing internal disciplines to compliantly respond.