1. Recorded contact information of customers and potential customers.
2. Overcame objections using friendly, persuasive strategies.
3. Escalated concerns or problem calls to management staff.
4. Delivered scripted sales talks to customers reached via manual and automatic dialing systems.
5. Answered inbound telephone calls from interested customers.
6. Skilled at client management software and computer dialing.
7. Troubleshot any issues and escalated issues to proper department.
8. Opened new accounts and documented personal, demographic and payment information in system.
9. Made average of [Number] outbound and inbound calls per day.
10. Established excellent sales ability and strong interpersonal skills with confident and persuasive approach.
11. Explained product prices and packages as well as answered questions and addressed concerns of customers.
12. Answered calls, took messages and transferred calls to appropriate individuals.
13. Displayed excellent sales skills and understanding of such skills.
14. Attained $[Number] in sales targets on monthly basis.
15. Assisted with training and orientation of new employees.
16. Conducted research, gathered information from multiple sources and presented results.
17. Generated minimum of [Number] new leads each day
18. Performed cold calling and outreach to build sales pipeline.
19. Set up appointments with interested customers according to schedule availability.
20. Provided information about available products and services including membership details and purchase advantages.