

Efrain Guzman

Professional Summary

I am a persistent and highly motivated Telemarketer with a flair for sales and marketing. Looking to secure a position in a thriving and fast-paced environment where excellent customer service skills will be utilized and appreciated. I am enthusiastic and eager to contribute to team success through hard work, attention to detail and excellent organizational skills. I am motivated to learn, grow and excel in your company . Service-oriented marketer with passion for providing excellent customer service. Friendly, personable and always professional under pressure. Known for thriving in fast-paced and busy environments, I am also very clued up with Online Digital marketing and have experience with working with some companies by myself.

Work History

MCA - Telemarketing Associate

New Haven, Connecticut, New York City

02/2014 - 03/2016

MCA Telemarketing Associate Feb.2014-Present

Duties:

Promote for insurance companies and other types of businesses. Includes solicit donations or orders for goods or services over the telephone.

Deliver prepared sales talks, reading from scripts that describe products or services, to persuade potential customers to purchase a product or service or to make a donation.

Magentic Real Estate Services- Branford, Jan.2013- Nov. 2017

Duties:

- Provided information about available products and services including membership details and purchase advantages.
- Overcame objections using friendly, persuasive strategies.
- Established excellent sales ability and strong interpersonal skills with confident and persuasive approach.
- Explained product prices and packages as well as answered questions and addressed concerns of customers.
- Analyzed current business plan, identified inefficiencies in existing processes, and tracked performance following implementation of improvements.

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New Haven, CT 06519

Skills

- Appointment scheduling
- Cold calling
- Complaint resolution
- Documentation
- Effective prospecting

Education

06/2012

Gateway Community College-AS Degree

New Haven , New York City

High School Diploma

01/2020

Alison

Ireland , Online Studies

Diploma in Marketing Management :

Marketing Management And Research

Expected in 12/2020

Alison

Ireland, Online Studies

Marketing Management - The Marketing

Research : Marketing Research,

International Marketing

