
Inbound Sales Representative Resume

Job Objective

Seeking reputable company in which to obtain an Inbound Sales Representative position.

Highlights of Qualifications:

- Remarkable experience in automatic call distribution, consumer service and data terminal
 - Ability to answer inbound calls from consumers and analyze customer
 - Ability to sit for long periods of while communicating over the telephone
 - Ability to overcome initial customer objections
 - Accurate keyboarding skills (25+ wpm)
 - Superior critical thinking and problem solving skills
 - Excellent telephone etiquettes
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Professional Experience:

Inbound Sales Representative
Time Warner Cable, Canton MI
November 2006 – Present

- Handled incoming phone calls and answered inquiries.
- Marketed cable services and aided customers to refrain from disconnected services.
- Imparted information with regard to products, billing, repair and collections.
- Handled customer complaints professionally and coordinated with management with regard to unresolved complaints.
- Managed field service calls.

Inbound Sales Representative
Lincoln Financial Group, Canton MI
February 2001 – October 2006

- Scheduled customer appointments.
 - Managed acquiring broadband customers.
 - Recommended proper sales offers for customer's profitability.
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Education:

Bachelor's Degree in Sales
Morris Brown College, Atlanta, GA

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