
Retention Specialist Resume

Job Objective

To acquire a position as a Retention Specialist that allows me to use my abilities to enhance and grow with the company.

Highlights of Qualifications:

- Vast retention, telemarketing and sales experience
 - Huge knowledge of Medicare and Medicaid eligible market
 - Profound knowledge of inbound retention techniques and customer needs
 - Exceptional knowledge of the telecommunication industry
 - Excellent interpersonal and organization skills
 - Excellent verbal and written communication skills
 - Proficiency in using office equipment- computer, telephone, copier, fax, calculator and stapler
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Professional Experience:

Retention Specialist

Vatterott Educational Centers, Toledo, OH

May 2006 – Present

- Utilized the sales techniques and tools to retain consumer memberships.
- Identified consumer needs and explained how the membership programs will address those needs.
- Adhered to appropriate legal scripting when required.
- Compiled all the calls into the membership system.

Retention Specialist

Sage Software, Inc., Toledo, OH

March 2003 – April 2006

- Attended inbound disconnected calls immediately and proficiently.
 - Presented high level customer service in an efficient manner.
 - Introduced the products and services for existing customers.
 - Responded to all queries regarding billing disputes.
 - Executed orders for new service, reschedules and saved accounts.
 - Monitored and reported the results of retention efforts.
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Education:

Bachelor's Degree in Finance

Cardinal Stritch University, Milwaukee, WI

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