
Sales Agent Resume

Job Objective

To obtain a Sales Agent position that will allow me to utilize my skills and has potential for growth.

Work Experience:

Sales Agent, May 2004 – Present
Citizens Financial Group, Hays, KS

- Answered incoming telephone calls and responded to customer questions.
- Resolved problems according to standardized procedures while maintaining courteous manner.
- Delivered quality customer service and developed relationships with prospective customers.
- Informed current and prospective customers of promotions and new or upgraded products.
- Quoted prices and encouraged customers to buy.
- Explained product options, related charges and mandatory disclosures clearly and concisely.
- Used product information, client tools, scripting and rebuttals to overcome resistance.

Sales Agent, March 2002– April 2004
Dollar Thrifty Automotive Group, Inc., Hays, KS

- Handled difficult and sensitive questions and emotional customers while maintaining professional demeanor.
 - Entered relevant customer payment information into computer database system.
 - Gathered information to determine customer needs.
 - Entered alpha and numeric data via computer keyboard into an automated system accurately.
 - Performed each essential duty adequately.
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Summary of Qualifications:

- Admirable experience to develop key relationships and market products within community organizations
 - Remarkable knowledge of sales procedures
 - Outstanding ability to convince customers to buy products
 - Ability to present information clearly and concisely
 - Profoundly ability to effectively and clearly communicate
 - Ability to handle emotionally escalated calls and situations that require empathetic responses
 - Strong demonstrated ability to market and sell in multi-product environment
 - Excellent interpersonal skills including written, verbal and presentation delivery
 - Ability to develop and maintain customer relationships
 - Strong computer skills and working knowledge of MS Office applications
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Education:

Associate Degree in Marketing, Moraine Valley Community College, Palos Hills, IL

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