
Telesales Manager Resume

Job Objective

Seeking a position in which to enhance my career as Telesales Manager by becoming a valued member of your team.

Highlights of Qualifications:

- Admirable experience managing inbound call center and its employees
 - Expertise in managing a high volume call center
 - Operational knowledge of Microsoft applications
 - Deep knowledge of telesales principles and procedures
 - Ability to incorporate new technologies in sale process
 - Remarkable ability to prepare and analyze call center reports
 - Exceptional skills to organize resources for project
 - Proficient in closing all sales
 - Ability to navigate sales processes with customer to complete orders
 - Familiarity in using CRM based software
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Professional Experience:

Telesales Manager

Adesa Inc., Cocoa, FL

October 2008 – Present

- Monitored sales and prepared reports on sale achievements as against target sales.
- Coordinated with Telesales team and developed campaigns and ensured its coverage on phone.
- Reviewed work of Telesales team and evaluated productivity of individual sales person.
- Assisted virtual team, developed strategies that assisted in achieving all company goals.
- Prepared and forecasted budgets for projects and submitted it for approval.
- Managed all problems in project, resolved most of it and escalated complex problems to management.
- Determined procedures of department to meet all goals and made necessary changes to policies in case of functional change.
- Recommended specific need of staff in case of resource allocation.

Telesales Supervisor

CitiFinancial, Cocoa, FL

August 2003 – September 2008

- Monitored team working and ensured achievement of service level metrics.
- Developed new business by generating sales leads.
- Planned and developed marketing activities.
- Maintained good relationships with customers with help of emails and telephone.
- Managed working of staff and ensured achievement of individual and company goals.
- Analyzed and maintained database records and prepared reports for same.

Telesales Representative

Henry Schein, Cocoa, FL

May 1998 – July 2003

- Scheduled appointments with prospective customers and maintained good working relations.
 - Developed strategic plans and coordinated with outside sales representatives to achieve more customers.
 - Managed logs for calls and emails and updated all customer information on CRM.
 - Recommended changes in scripts to achieve all sales objectives and goals.
 - Maintained records of company software and recorded all quotes and orders achieved.
 - Coordinated with Sales directors and ensured achievement of all company goals.
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Education:

Bachelor's Degree in Business Administration

Simpson University, Redding, CA

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