



JOHN ANDERSON

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Inbound Telemarketing Representative



PROFESSIONAL SUMMARY

Detail-oriented Inbound Telemarketing Representative with 6+ years of experience managing large call volumes, providing excellent customer service, and handling customer inquiries efficiently. Adept at upselling products and services, and skilled in CRM software like Salesforce and HubSpot.

EDUCATION

Associate of Arts in Communication

Georgia State University / Atlanta, GA

Graduated: 2018

SKILLS

- Salesforce CRM, HubSpot, Microsoft Office Suite **Expert**
- Active Listening, Conflict Resolution **Expert**
- Problem-Solving, Upselling Techniques **Expert**

COURSES

2022

Salesforce Certified Administrator

Salesforce

2021

Certified Customer Service Professional (CCSP)

International Customer Service Association

EXPERIENCE

2020 - Now

Inbound Telemarketing Representative Comcast Corporation / Atlanta, GA

- Handle an average of 80+ inbound calls per day, resolving customer issues regarding billing, technical support, and account management.
- Maintain a 95% customer satisfaction rating by actively listening and providing prompt solutions to inquiries.
- Upsell premium cable packages, increasing customer conversions by 20%.
- Document all interactions in Salesforce CRM, improving data accuracy and follow-up efficiency.
- Work closely with the sales and technical teams to provide seamless customer support.

2018 - 2020

Customer Service Representative Delta Airlines / Atlanta, GA

- Assisted customers with flight bookings, ticket modifications, and luggage claims.
- Managed high call volumes with an average hold time of less than 2 minutes.
- Developed strong rapport with customers, achieving a 90% issue resolution rate.