

Sophia Adams

Inside Sales Representative

ABOUT ME

Inside sales professional skilled at closing deals remotely

Experienced inside sales representative with a proven ability to drive revenue growth through virtual communication channels. Adept at identifying client needs, building relationships, and converting leads into loyal customers. Consistently exceeds quotas while leveraging CRM tools to streamline processes and improve efficiency.

PROFESSIONAL EXPERIENCE

Inside Sales Representative

VirtualSales Co., Miami, FL | January 2019 - Present

- Closed over \$2 million in annual sales by nurturing leads through personalized follow-ups and detailed virtual presentations
- Developed a streamlined follow-up process that improved lead conversion rates by 15%
- Exceeded quarterly quotas by 30% by identifying high-value opportunities and fostering long-term client relationship

Customer Service Associate

RetailNet Solutions, Fort Lauderdale, FL | June 2017 - December 2018

- Contributed to upselling efforts that increased average order size by 25%
- Resolved 95% of customer issues on the first call, maintaining a high satisfaction score
- Provided product insights to the sales team, enhancing customer engagement strategies

CONTACT INFORMATION



(555) 456-7890



email@example.com



LinkedIn



Miami, FL 33101

KEY SKILLS

- CRM tools (HubSpot, Salesforce)
- Lead qualification
- Negotiation and closing
- Prospecting strategies
- Sales forecasting

EDUCATION

Bachelor of Business Administration (B.B.A.)

Florida International University
May 2017