

SA

Sophia Adams

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.

Location

Miami, FL 33101

Phone

(555) 456-7890

Email

email@example.com

Website

LinkedIn | portfolio

Education

Florida International University
May 2017
Bachelor of Business Administration
(B.B.A.)

Key Skills

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

Professional Experience

Inside Sales Representative, VirtualSales Co. | Miami, FL
January 2019 - Present

- Closed over \$2 million in annual sales for cloud-based communication and collaboration software by nurturing leads through personalized follow-ups
- Developed a streamlined follow-up process, improving lead conversion rates by 15% for businesses in tech, health care, and education sectors
- Exceeded quarterly quotas by 30% by identifying high-value opportunities and building long-term client relationships within the Software as a service (SaaS) product space

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

- Contributed to upselling efforts for the retail e-commerce platform, increasing average order size by 25% by recommending complementary products and services
- Resolved 95% of customer issues on the first call, maintaining a high satisfaction score for users of the company's retail management software and digital solutions
- Provided product insights to the sales team, enhancing customer engagement strategies for multi-channel retail and inventory management tools