



# 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.

## CONTACT

-  (555) 456-7890
-  email@example.com
-  LinkedIn | Portfolio
-  Miami, FL 33101

## EDUCATION

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

Bachelor's Degree in Business  
Administration  
Ohio State University, Columbus, OH  
February 2011

## 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 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 relationships
- **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