

JESSE KENDALL

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OBJECTIVE

Goal-focused and energetic telemarketing professional seeking [opportunity](#) to grow sales and build relationships over the phone.

SUCCESS

ABC COMPANY, Dover, NJ | 20xx – Present

[Assistant Manager](#), Telemarketing

Cultivate immediate rapport and build business with customers from United States and Canada. Consult with clients to determine special needs; promote products to fulfill client requirements through outstanding service.

- Liaised with customers, increased sales from \$30,000 to \$90,000 per month, and expanded client base through sales expertise and exceptional customer service.
- Evaluated customer activities through comprehensive data analysis and testing.

- Conceptualized and developed a high-end product catalog.

BCD INTERNATIONAL, Dover, NJ | 20xx – 20xx

Telemarketing Associate

Conducted cold calling and warm calling while promoting company image of professionalism, integrity, and quality. Initiated proactive outbound telesales calls to obtain new business from prospects. Arranged customer visits as required to close orders. Recorded gathered information into database while moving prospects along the sales cycle. Maintained professionalism and proper etiquette through all forms of [communications](#).

- Won “Telemarketer of the Year” award in 20xx; formally recognized by superiors for being patient and friendly at all times.
- Developed and maintained long-term relationships with customers through consultative approach. Generated new business through sales presentations and trade show visits.

CDE, INC., Dover, NJ | 20xx – 20xx

Telemarketer/ Account Executive

Expertly promoted business solutions through telesales activities by demonstrating business value. Responded to requests for information, bids, and proposals; utilized expertise in responses to large federal bids. Led the corporate accounts team in the Top 10 at Zones for four years consecutively.

- Earned promotions in three phases. Awarded as a Pioneer Club Member in 20xx. Gained recognition as a member of the Achievers Club for \$300,000+ margins in 20xx, 20xx, and 20xx.
- Won kudos for closing the sale over the telephone and as the first Account Executive to book a one-purchase order transaction in excess of \$1.5 million. Served as the number one sales professional in Microsoft and Adobe software sales.

TRAINING

“Cold Calling for Cowards” – Jerry Houghton Seminar

“Developing the Leader Within You” – John C. Maxwell

“Developing Leadership” – John C. Maxwell (audio training)

Read various Dale Carnegie publications which include “How to Win Friends & Influence People”

EDUCATION

Certification:

ValueVision – Value Selling Graduate

Associate Degree Program:

Emphasis in Business, XYZ Community College, Dover, NJ | 20xx – 20xx

SOFTWARE

MS Word, MS Excel, MS Publisher, MS PowerPoint, MS Outlook
GoldMine, ACT!, Internet Explorer, Adobe Acrobat