

Shaena Sester

Telemarketer

Details

shaena.sester@gmail.com

148-304-3069

11941 West 58th Avenue, Arvada, CO 80002

Profile

A telemarketer with over 3 years of experience in customer service and lead generation. Proven ability to increase sales through building relationships with customers, providing excellent customer service, and offering personalized solutions. Skilled at quickly learning new products and services to offer customized solutions that fit each individual caller's needs.

Employment History

Telemarketer at Inbound

Apr 2022 - Present

Increased sales by 10% through effective telemarketing techniques
Successfully arranged appointments with clients and achieved a 80% success rate

Gathered customer feedback and relayed it to the proper channels

Exceeded daily call quotas by an average of 20 calls per day

Add your own accomplishment)

Telemarketer at The Telephone Connection L.L.C.

Aug 2019 - Feb 2022

Answered an average of 50 calls per day.

Met or exceeded daily sales goals 60% of the time.

Upsold customers on additional products and services 25% of the time.

Built rapport with 80% of customers contacted resulting in positive customer relationships..

Achieved a 95% satisfaction rating from call monitoring reports

Education

High School Degree at California High School, Irvine, CA

Aug 2015 - May 2019

Links

[linkedin.com/in/shaenasester](https://www.linkedin.com/in/shaenasester)

Skills

Persuasive communication



Salesman skills



Handling objections



Active listening



Clear articulation



Confident speech



Thick skinned

Languages

English

Hindi

Certificates

Telephone Etiquette (TE)

Mar 2021

Fundamentals of Marketing (FOM)

May 2019

Record keeping for telemarketers (RKTm)

Aug 2017