

Sophia Smith



Sales Support Associate

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Place of birth	San Antonio	Nationality	American
Driving license	Full	Links	Facebook , LinkedIn

01 PROFILE

Senior Sales Support Associate with seven years' experience in an international sales office servicing Europe and Asia. An avid multi-tasker with a strong sense of detail and the ability to prioritize between urgent vs. important client issues. Energetic with an excellent work ethic driven by deadlines and team targets. Extensive tenure in the planning, coordination, and support of operational activities within a sales department.

02 EMPLOYMENT HISTORY

09/2015 – Present

Senior Sales Support Associate at Atlas Financial Services *Indianapolis*

Answer over 40 inbound customer calls per day and resolve 90% of queries within 24 hours

- Serve as the first point of contact with digital consumers for queries regarding investment, retirement and insurance plans
- Work closely with sales staff to facilitate a strong understanding of various production options and differentiators to use in the personalized services provided to customers
- Respond to initial digital inquiries from new customers and refer leads to sales consultants
- Liaise with existing customers towards the end of their contract plans to assist with plan renewals, cancellations or plan switches
- Schedule appointments for sales consultants
- Enter all communication into the CRM system
- Follow up with prospects who do not respond to initial email responses
- Compile data and reports regarding inquiry conversions and performance related to digital leads

05/2013 – 08/2015

Sales Support Associate at Smart Engineering

Phoenix

Supplement sales activities by collecting and analyzing industry information regarding competitor products and compile onto excel spreadsheets once a quarter

- Answer inbound calls and process requests made via email or social media
- Process orders, by capturing information onto the computer system
- Update customer accounts with relevant purchasing and order information
- Logging all data, order numbers and docket forms regarding shipping and product deliveries

- Inform sales consultants of any issues which may affect the customer, for instance, shipping delays, out of stock merchandise or unexpected supplier price increases
- Handle customer queries and complaints and escalate to sales manager where needed
- Maintain and update customer records

10/2012 – 04/2013

Junior Sales Support Associate at ATI Advertising

Denver

Add on average 50 client leads to the CRM system per week and update existing customer data every two months

- Prepare draft presentations and other marketing materials required for prospective clients, working closely with sales team members
- Organize timelines with the graphic design department regarding promotional material concept designs and printing of finalized materials
- Maintain prospective client database and update existing client file
- Create spreadsheets to monitor and keep track of tracking marketing events, inventories, corporate gift purchases and request for proposals (RFPs)
- Assist in organizing the participation of sales staff in workshops, seminars, and other training initiatives

03 EDUCATION

02/2010 – 02/2013

University of New York

Manhattan

Bachelor Degree in Business Administration

GPA: 3.5

Majors: Business Management, Marketing Management

Minors: Communications, Accounting, Economics

Accolades: Deans Honors List

04 SKILLS

Proposal Creation Applications	● ● ● ● ●	Research	● ● ● ● ●
Call Center Tools	● ● ● ● ●	Quotation Generators	● ● ● ● ●
Cloud Collaboration Systems	● ● ● ● ●	CRM Platforms	● ● ● ● ●
Online Business Directories	● ● ● ● ●	Contracts	● ● ● ● ●
Sales Force	● ● ● ● ●	Advanced Excel	● ● ● ● ●
Advanced PowerPoint			

05 LANGUAGES

English	● ● ● ● ●	Spanish	● ● ● ● ●
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06 COURSES

02/2016 – 02/2017

Certified Administrative Professional (CAP) at International Association of Administrative Professionals

10/2018 – 12/2018

Sales Administration Course at American Advertising Association

07 HOBBIES

Yoga, Sailing, Running