

William D. Lee Jr.

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OBJECTIVE: Seeking a Sales position.

CAREER SUMMARY

- ❖ 10 + years of Inside Sales experience
- ❖ Extensive background in outbound, inbound, and cold calling
- ❖ 2 years experience as a Senior Customer Service Representative
- ❖ 1 year experience as a verifier in a Call Center environment
- ❖ 5 + years experience in a Call Center environment
- ❖ Keyboarding 40 wpm
- ❖ Microsoft Word, Excel, Powerpoint

EMPLOYMENT HISTORY:

Reda International Inc.

Silver Spring, MD

Interviewer

January 2008-March 2010

- Accounted for 23% of 2109 completed interviews for the entire center.
- Interviewed clients from various locations, races, and cultures on a variety of topics,
- Including Politics, Tobacco Reform, Mental Health, and Crime.

Sparks

Greenbelt, MD

Customer Service Representative/Sales

July 2005- December 2009

- Performed general customer service duties with a focus on phone duties
- Interacted with customers through email.
- Handled customer escalations

Adams-Burch

Landover, MD

Senior Customer Service Representative/Sales

September 2005- August 2007

- Placed orders for restaurants, hotels, and small businesses, in DC, MD, and VA.
- Made cold calls to gather leads for selected sales reps
- Guided walk-in customers through credit approval process
- Main point of contact for customers requiring assistance

USA Discounters

Washington, DC

Inside Sales Representative

January 2003- August 2005

- #1 Salesperson for region on nine separate occasions
- Sold furniture, appliances, and high-end electronics
- Guided military employees through the credit application process

EDUCATION:

Employment Connection

Healthcare Career Advancement Skills Certificate

Bedford High School

Diploma