

Amos Conard
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Objective:

Experienced call center professional looking to join a company where I can display my passion for sales and customer service. I am a competitive person who enjoys learning new strategies that help me increase my performance and contribute to the company's overall production.

Work Experience:

Collections Representative, Santander Consumer U.S.A.

2013 - 2016

- o Contacted customers who were behind on their loans and attempted to collect payment
- o Worked with people whose cars were repossessed and negotiated payment plans
- o Promoted to team lead and assisted with training new employees

Sales Representative, eCreek Solutions Group

2009 - 2013

- o Called former Dish customers and attempted to get them to come back
- o Saved existing customers from canceling their Dish service (Retention)
- o Used Dish Promo and several other Dish-specific software tools
- o Was put in a team lead role where I helped train new employees, managed the sales floor, and was accountable for performance results
- o Worked on commission and pay for performance programs

Co-Owner, Quickies Detailing

2004 - 2009

- o Detailed customer's vehicles
- o Processed payments, handled cash, and made bank deposits
- o Up-sold products and services to customers
- o Ensured that my customers were satisfied and resolved any disputes

Customer Service Representative, MCI

2003 - 2004

- o Sold long distance services to new and former customers
- o Won numerous performance and sales awards
- o Had to ensure multiple KPI's were at or above company goals

Education:

High School Diploma
Thornwood High School
South Holland, IL 60473