

Joel Beetham

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Career Overview

Dedicated customer service representative with motivation to maintain customer satisfaction and contribute to company success.

Core Strengths

- Developed listening skills
- Excellent communication skills
- Strong organizational skills
- Top sales performer
- Skilled telecommunicator
- Fast learner with a wide range of practical skills
- Courteous demeanor
- Customer service oriented

Accomplishments

Sales

- Consistently generated additional revenue through skilled sales techniques.

Telephone Service

- Professionally processed 80+ calls per day, providing information and service to ensure customer satisfaction.

Relevant Professional Experience

Bolder Calls

December 2010 to April 2011

Telephone Sales Representative

Boulder, CO

- Provided an elevated customer experience to generate a loyal clientèle.
- Helped drive sales goals and achieve monthly quota figures.
- Consistently ranked among the top sales producers weekly.

ALTIG

January 2010 to July 2010

Telephone Sales Representative

Redmond, WA

- Ensured superior customer experience by addressing customer concerns, demonstrating empathy, and resolving problems on the spot.
- Achieved high sales percentage with consultative, value-focused customer service approach.
- Developed highly empathetic client relationships and earned reputation for exceeding sales goals.

Educational Background

Front Range Community College

2013

Associate of Arts

Currently Attending

Longmont, CO

Pursuing Law at University of Colorado.

Finished Spring 2011 semester with a 96% in English 121.

Raised math grade 10% in the last week of Spring 2011 semester to a 'B'.

Juanita High School

2002

General Education

Diploma

Kirkland, WA

Keywords

HS Diploma, call center environment, customer service, phone skills, outbound calls, customer requests, internet, counseling, product knowledge, telecommunications, cold calling, lead development, computer proficient,