

STAPHANY DUBENSKY

Telephone Sales Representative

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(142) 725-5146

1213 W University Ave,



PROFILE

In the past year, I have worked as a telephone sales representative and have gained valuable experience in the field. I am well-spoken and articulate, with excellent communication skills. I am able to build rapport quickly with customers and potential clients, and close deals efficiently. My previous experience has taught me how to handle objections effectively, negotiate pricing successfully, and upsell additional products or services when appropriate. In my current role, I consistently meet or exceed my monthly sales targets; in fact, last month I was the top performer on my team. Overall, I am an experienced professional who is passionate about her work – which makes me an asset to any organization

LINKS

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

SKILLS

Communication

Persuasion

Active Listening

Closing Skills

Motivation for Sales

Product Knowledge

Objection Handling

EMPLOYMENT HISTORY

● Lead Telephone Sales Representative at Verizon, FL

Jun 2022 - Present

- Exceeded quarterly sales goals by 15%.
- Consistently ranked in the top 3 of 20+ sales representatives.
- Led team of 4 telephone sales representatives and provided training and support that resulted in a 30% increase in productivity.
- Negotiated discounts with vendors that saved the company \$10,000 per month.
- Wrote custom scripts for outbound calls that increased customer conversion rates by 5%.

● Telephone Sales Representative at AT&T, FL

Jul 2021 - May 2022

- Achieved daily sales goals 50% of the time.
- Made 100 cold calls per day.
- Converted 10% of leads into customers.
- Upsold products to 20% of customers.
- Retained 85% of customers.

EDUCATION

High School Diploma at Miami Senior High School, Miami, FL

Sep 2016 - May 2021

I've learned how to study for and take tests, how to do research, and how to write papers.

CERTIFICATES

Certified Professional Telephone Sales Representative (CPTSR)

Jul 2020

Certified International Telephone Sales Representative (CITSR)

Dec 2018

MEMBERSHIPS

American Association of Inside Sales Professionals

The Telemarketing Association