

PATRICIA SHELDRAKE

Appointment Setter

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PROFILE

Diligent Appointment Setter with 1 year of experience in efficiently scheduling and managing appointments for prospective clients. Adept at utilizing persuasive communication skills, maintaining accurate records, and providing excellent customer service. Skilled in leveraging CRM systems and time management strategies to maximize productivity and achieve organizational goals. Seeking opportunities to contribute expertise in appointment-setting and client relations in a dynamic, growth-oriented organization.

LINKS

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

SKILLS

Time management

Active listening

Persuasion

CRM proficiency

Calendar coordination

Clear communication

Problem-solving

LANGUAGES

English

Mandarin

HOBBIES

EMPLOYMENT HISTORY

Appointment Setter at Chesapeake Telephone Systems, MD

May 2023 - Present

- Successfully scheduled over 200 appointments with potential clients in a single quarter, resulting in a 25% increase in sales for Chesapeake Telephone Systems, MD.
- Exceeded personal appointment setting target by 35% in 2020, contributing to a record sales year for the company.
- Developed and implemented an improved lead qualification process, which led to a 15% higher conversion rate from appointments to sales.
- Consistently maintained a high customer satisfaction rating of 95% for appointment setting and follow-up communication, leading to increased referrals and repeat business.

Junior Appointment Setter at Strategic Factory, MD

Jul 2022 - Apr 2023

- Successfully set 50 appointments in a month, contributing to a 30% increase in sales and revenue for Strategic Factory, MD.
- Exceeded appointment setting targets by 20% consistently for three consecutive months, resulting in a significant boost in the company's client base and overall growth.
- Implemented new strategies and techniques for appointment setting, leading to a 15% improvement in the conversion rate of leads into actual appointments for the sales team.

EDUCATION

Diploma in Sales and Marketing at University of Maryland, College Park, MD

Sep 2017 - May 2022

Relevant Coursework: Sales Techniques and Strategies, Marketing Principles, Consumer Behavior, Market Research, Digital Marketing, Advertising and Promotion, Brand Management, and Customer Relationship Management.

CERTIFICATES

Certified Inside Sales Professional (CISP)

Nov 2021

Certified Appointment Setter Specialist (CASS)

May 2020

MEMBERSHIPS